

Cookie Policy - Valid Until 9th June 2022

Information we collect online: Cookies

A 'Cookie' is a file in your web browser that enables us to recognise your computer when you visit bluewhalespa.com and make using our site quicker and easier (eg login fields may be pre-filled with your email address). Cookies are also essential to the functioning of certain parts of the site and we use them to collect information about how the site is used, such as how many people visit and return and what products are being viewed. In the future, we may use Cookies to personalise our website and give you an even better shopping experience, but we will let you know when that happens.

How we use Cookies

The bluewhalespa.com website uses Cookies in the following ways:

Making our website work

These Cookies are essential so that you can move around the site and login to the secure areas. Without them you would be unable to shop on the website or access your account.

Monitoring and improving the performance of the website

These Cookies collect information about how visitors use the bluewhalespa.com site, eg. which pages they visit most often and whether they see error messages. The information is combined so it does not identify individuals, and we use it only to help us improve the way the website works.

Enabling the features of the website

These Cookies allow our website to remember choices you have made, such as your user name or the region you are in, and help us provide you with a better, more personal experience. For example, they may allow you to watch a video clip, or add a product review or see your cart.

Marketing and advertising

These Cookies are used to deliver adverts that are more relevant to you as well as to limit the number of times you see a particular advertisement and to measure the effectiveness of advertising campaigns. The Cookies remember that you have visited a website and this information may then be shared with other

organisations for advertising purposes. They're also used to enable price-comparison sites to work.

A list of the Cookies we use

GOOGLE ANALYTICS

JavaScript tags (libraries) which record information about the page a user has seen

FACEBOOK PIXEL

JavaScript tags to track conversions from Facebook ads and user behaviour

CART

The association with your shopping cart.

CATEGORY_INFO

Stores the category info on the page, that allows to display pages more quickly

COMPARE

The items that you have in the Compare Products list.

CURRENCY

Your preferred currency

CUSTOMER

An encrypted version of your customer id with the store.

CUSTOMER_AUTH

An indicator if you are currently logged into the store.

CUSTOMER_INFO

An encrypted version of the customer group you belong to.

CUSTOMER_SEGMENT_IDS

Stores the Customer Segment ID

EXTERNAL_NO_CACHE

(A flag, which indicates whether caching is disabled or not.

FRONTEND

Your session ID on the server.

GUEST-VIEW

Allows guests to edit their orders.

LAST_CATEGORY

The last category you visited.

NEW_MESSAGE

Indicates whether a new message has been received.

NO_CACHE

Indicates whether it is allowed to use cache.

CUSTOMER_AUTH

An indicator if you are currently logged into the store.

CUSTOMER_INFO

An encrypted version of the customer group you belong to.

CUSTOMER_SEGMENT_IDS

Stores the Customer Segment ID

NO_CACHE

Indicates whether it is allowed to use cache.

PERSISTENT_SHOPPING_CART

A link to information about your cart and viewing history if you have asked the site.

POLL

The ID of any polls you have recently voted in.

POLLN

Information on what polls you have voted on.

RECENTLY_COMPARED

The items that you have recently compared.

STF

Information on products you have emailed to friends.

STORE

The store view or language you have selected.

USER_ALLOWED_SAVE_COOKIE

Indicates whether a customer allowed to use cookies.

VIEWED_PRODUCT_IDS

The products that you have recently viewed.

WISHLIST

An encrypted list of products added to your Wishlist.

WISHLIST_CNT

The number of items in your Wishlist.

Restricting or blocking Cookies

As you will have seen in 'How We Use Cookies' above, some parts of our site need Cookies in order to function correctly. By default, Cookies should be enabled on your computer or device, and although you can 'disable' them in your browser this will affect your experience on bluewhalespa.com. You will be limited to browsing, viewing and searching for products but won't be able to make a purchase, and you may experience technical problems with some other features on the site.

If you'd still prefer to restrict, block or delete Cookies from bluewhalespa.com or any other website, it's easy to do in your internet browser. Each browser is different, so you'll need to go to the 'help' menu on your browser and look for how to change your 'Cookie preferences'.

Your privacy and shared computers

If you login to bluewhalespa.com from a shared computer, such as in an internet cafe or from a colleague's computer at work, Cookies may cause your email address to display in the login field to anyone who uses the site on that computer after you. You can avoid this by clearing the Cookies stored by the web browser. The option to do this is normally in the 'Tools' dropdown menu at the top of the browser window.