 

Cookie Policy

Providing quality services that make a real difference to people’s lives

Date: 26th April 2024

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1. **What are cookies?**

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners to make their websites work, or to work more efficiently, as well as to provide reporting information.

# Why do we use cookies?

Some cookies are required for technical reasons in order for our website to operate, and we refer to these as "essential" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our online properties. Third parties serve cookies through our website for advertising, analytics, and other purposes. This is described in more detail below.

# How can I control cookies?

You have the right to decide whether to accept or reject cookies. Essential cookies cannot be rejected as they are strictly necessary to provide you with services.

If you choose to reject cookies, you may still use our website though your access to some functionality and areas of our website may be restricted. You may also set or amend your web browser controls to accept or refuse cookies.

# Essential Cookies

These cookies are strictly necessary to provide you with services available through our website and to use some of its features, such as access to secure areas.

|  |  |  |
| --- | --- | --- |
| Cookie | Duration | Description |
| \_GRECAPTCHA | 5 months 27 days | This cookie is installed by Google Analytics.This cookie is used to store a value used to verify that the user is not a bot provider. |

# Analytics Cookies

These cookies collect information that is used either in aggregate form to help us understand how our website’s being used or how effective our marketing campaigns are, or to help us to customise our website for you.

|  |  |  |
| --- | --- | --- |
| Cookie | Duration | Description |
| \_ga\_\* | 1 year 1 month 4 days | This cookie is installed by Google Analytics. The cookie is used to store and count page views. |
| \_ga | 2 years | This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors. |
| \_gid | 1 day | This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating analytics reports of how the website is doing. The data collected including the number of visitors, the source where they have come from, and the pages visited in an anonymous form. |
| \_gat\_gtag\_UA\_\* | 1 minute | This cookie is installed by Google Analytics. This cookie is set to store a unique user ID. |
| \_hjSession\_\* | 30 minutes | Hotjar sets this cookie to provide functions across pages. |
| \_hjSessionUser\_\* | 1 year | Hotjar sets this cookie to ensure data from subsequent visits to the same site is attributed to the same user ID, which persists in the Hotjar User ID, which is unique to that site. |

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# 6. Advertising Cookies

These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that ads are properly displayed for advertisers, and in some cases selecting advertisements that are based on your interests.

|  |  |  |
| --- | --- | --- |
| Cookie | Duration | Description |
| \_fbp | 2 months 29 days | Facebook tracking pixel used to identify visitors for personalized advertising |

# How can I control cookies on my browser?

As how you can refuse cookies through your web browser controls vary from browser to browser, you should visit your browser's help menu for more information. The following is information about how to manage cookies on the most popular browsers:

* [Google Chrome](https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en)
* [Microsoft Edge](https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy)
* [Mozilla Firefox](https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences)
* [Microsoft Internet Explorer](https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies)
* [Opera](https://www.opera.com/help/tutorials/security/privacy/)
* [Apple Safari](https://support.apple.com/en-gb/safari)

To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

# What about other tracking technologies, like web beacons?

Cookies are not the only way to recognise or track visitors to a website. We may use other similar technologies from time to time, like web beacons (sometimes called "tracking pixels" or "clear gifs"). These are tiny graphics files that contain a unique identifier that enables us to recognise when someone has visited our website or opened an email including them. This allows us, for example, to monitor the traffic patterns of users from one page within a website to another, to deliver or communicate with cookies, to understand whether you have come to the website from an online advertisement displayed on a third-party website, to improve site performance, and to measure the success of email marketing campaigns. In many instances, these technologies are reliant on cookies to function properly, and so declining cookies will impair their functioning.

# How often will you update this Cookie Policy?

We may update this Cookie Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal, or regulatory reasons. Please therefore revisit this Cookie Policy regularly to stay informed about our use of cookies and related technologies.

The date at the top of this Cookie Policy indicates when it was last updated.