

## COOKIE POLICY

In this section you will find information on what cookies may be set when you visit our website and how to reject or delete those cookies.

When we provide services, we want to make them easy, useful and reliable. Where services are provided on the internet, this sometimes involves placing small amounts of information on your device, for example your computer or mobile phone. This information consists of small files known as cookies and they cannot be used to identify you personally.

These pieces of information are used to improve our services for you through, for example:

- Enabling a service to recognise your device so you don't have to provide the same information several times during one task.
- Recognising that you may already have provided a username and password so you don't need to do it for every web page requested.
- Measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they're fast.

You can manage these small files yourself and learn more about them by visiting: [www.direct.gov.uk/managingcookies](http://www.direct.gov.uk/managingcookies)

### How to control and delete cookies

We will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by our website or any other website, you can do this through your browser settings. Comprehensive information on how to do this across a wide variety of browsers can be found at [www.aboutcookies.org](http://www.aboutcookies.org)

Please be aware that restricting cookies may impact the functionality of the websites you visit.

### Third party cookies

#### Google analytics

Google analytics is a web analytics service provider provided by Google Inc. Google analytics sets a cookie in order to evaluate a visitor's use of our website.

Google stores the information collection by the cookie on their servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using our website, you consent to the processing of data about you by Google in the manner and the purposes set out above.

For more information on the cookie set by Google analytics, including information on how to opt out please go to <http://www.google.com/intl/en/privacypolicy.html>

#### Cookie Categories

The type of cookie used on this Site can each be put into 1 of 4 categories, based on the [International Chamber of Commerce](#) guide to cookie categories.

**A. Strictly Necessary Cookies:** These cookies are essential, as they enable you to move around a website and use its features, such as accessing secure areas. Without these cookies, services you've asked for (such as access to secure areas) cannot be provided. These cookies don't gather

information about you that could be used for marketing or remembering where you've been on the internet. These cannot be restricted or blocked.

**B. Performance Cookies:** These cookies collect information about how you use a website, for example which pages you go to most often and if you get any error messages from certain pages. These cookies don't gather information that identifies you. All information these cookies collect is anonymous and is only used to improve how a website works. These cookies are not used to target you with online advertising. Without these cookies we cannot learn how our website is performing and make the necessary improvements that could enhance your browsing experience. These can be restricted or blocked.

**C. Functionality Profile Cookies:** These cookies allow a website to remember choices you make (such as your user name, language or the region you are in) and tailor the website to provide enhanced features and content for you. For instance, they remember your log-in details and allow you to watch videos. They also ensure the onsite marketing and experience is relevant to you. These cookies can also be used to remember changes you've made to text size, font and other parts of pages that you can customise. The information these cookies collect may be anonymous and they cannot track your browsing activity on other websites. Without these cookies, a website cannot remember choices you've previously made or personalise your browsing experience. These can be restricted or blocked.

**D. Targeting Cookies:** These cookies gather information about your browsing habits. They remember that you've visited a website and share this information with other organisations such as advertisers. They do this in order to provide you with ads that are more relevant to you and your interests. Although these cookies can track your visits to other websites, they don't usually know who you are. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. These can be restricted or blocked.

## Cookies we use

This is a list of the main cookies we use and what each is used for:

**Cookie name:** \_\_utma

**Expires:** 2 years

**Category:** Performance

**Description:** Used by Google Analytics. Each unique browser that visits a page on the site is provided with a unique ID via the \_\_utma cookie. In this way, subsequent visits to the website via the same browser are recorded as belonging to the same (unique) visitor. Thus, if a person interacted with the website using different browsers, the Analytics reports would track this activity under two unique visitors. Similarly if the same browser were used by two different visitors, but with a separate computer account for each, the activity would be recorded under two unique visitor IDs. On the other hand, if the browser happens to be used by two different people sharing the same computer account, one unique visitor ID is recorded, even though two unique individuals accessed the site.

**Cookie name:** \_\_utmb & \_\_utmc

**Expires:** 30 min

**Category:** Performance

**Description:** Google Analytics uses these two cookies to establish a session. If either of these two cookies is absent, further activity by the user initiates the start of a new session.

**Cookie name:** \_\_utmz

**Expires:** 6 months

**Category:** Functionality

**Description:** When visitors reach the site via a search engine result, a direct link, or an ad that links to the page, Google Analytics stores the type of referral information in a cookie. The parameters in the cookie value string are parsed and sent in the GIF Request (in the utmcc variable). The expiration date for the cookie is set as 6 months into the future. This cookie gets updated with each subsequent page view to the site; thus it is used to determine visitor navigation within the site.

**Cookie name:** PHP\_Session ID

**Expires:** End of session

**Category:** Functionality

**Description:** This cookie is a unique identifier for a session. It identifies a user's session e.g. secure area log ins.

**Cookie name:** \_\_utmb & \_\_utmc

**Expires:** 30 min

**Category:** Performance

**Description:** Google Analytics uses these two cookies to establish a session. If either of these two cookies is absent, further activity by the user initiates the start of a new session.

**Cookie name:** \_\_utmz

**Expires:** 6 months

**Category:** Functionality

**Description:** When visitors reach the site via a search engine result, a direct link, or an ad that links to the page, Google Analytics stores the type of referral information in a cookie. The parameters in the cookie value string are parsed and sent in the GIF Request (in the utmcc variable). The expiration date for the cookie is set as 6 months into the future. This cookie gets updated with each subsequent page view to the site; thus it is used to determine visitor navigation within the site.

**Cookie name:** PHP\_Session ID

**Expires:** End of session

**Category:** Functionality

**Description:** This cookie is a unique identifier for a session. It identifies a user's session e.g. secure area log ins, email subscriptions.

**Cookie name:** first\_pv\_66587319

**Expires:** End of session

**Category:** Functionality

**Description:** This is a session cookie that is set on the first page view of any visit. Its purpose is so that certain parts of the Code only fire on the first page view, making it faster and more efficient.

**Cookie name:** \_eventqueue

**Expires:** End of session

**Category:** Functionality

**Description:** This cookie stores an array of mouse events that can't be guaranteed to be logged to our servers before the current page is unloaded. The purpose is to store these events in a queue so on the subsequent page view, these events can be processed and logged.

**Cookie name:** \_jsuid

**Expires:** 20 years

**Category:** Functionality

**Description:** This is a random number that is generated by the Code the first time someone visits a web site with the Code installed. Its sole purpose is to better identify new and unique visitors to a web site. The value of this cookie is sent to the Service for every event logged. The value of this cookie will also be set as a third party cookie with the name of "cluid" if such a cookie does not exist. The purpose of this is for web sites with multiple domains and who want to track visitor sessions across multiple domains, which is not possible with first party cookies.

More information can be found in the GetClicky Privacy terms (Link to <http://clicky.com/terms>)

**Cookie name:** cluid

**Expires:** 20 years

**Category:** Functionality

**Description:** The purpose of this is for web sites with multiple domains and who want to track visitor sessions across multiple domains, which is not possible with first party cookies.

More information can be found in the GetClicky Privacy terms (Link to <http://clicky.com/terms>)

**Cookie name:** no\_tracky\_66587319

**Expires:** 1 day

**Category:** Functionality

**Description:** When a site stops using the Service, it is quite common for the web master to leave the code installed, which is against the Terms of service. For high traffic sites, this can use a lot of extra bandwidth and CPU resources on our servers. This cookie is set whenever data is sent in for a site that is disabled. It tells our tracking code to stop sending data to us. This cookie expires after 24 hours but will be set again upon future visits by the same visitor, until the Code is removed from the offending web site.

## COOKIE REPORT FOR REFERENCE BELOW – NOT TO BE USED ON SITE

### Cookie setting tools/services

What	1st?	Cookies Set	Possible Naughtiness	Thoughts
Google Analytics	No	4	3	Google Analytics uses this cookie name.
Session	Yes	1	1	Probably a session cookie.
Your Own	Yes	1	?	
.pw.client-work.co.uk	3rd	1	?	
.pw.client-work.co.uk	3rd	1	?	
in.getclicky.com	3rd	1	?	
.pw.client-work.co.uk	3rd	1	?	

Domain	Name	Expires	Information
.pw.client-work.co.uk	first_pv_66587319	1 day	This is a session cookie that is set on the first page view of any visit. Its purpose is so that certain parts of the Code only fire on the first page view, making it faster and more efficient.
.pw.client-work.co.uk	_eventqueue	1 day	This cookie stores an array of mouse events that can't be guaranteed to be logged to our servers before the current page

is unloaded. The purpose is to store these events in a queue so on the subsequent page view, these events can be processed and logged.

.pw.client-work.co.uk	_jsuid	2033-01-24	<p>This is a random number that is generated by the Code the first time someone visits a web site with the Code installed. Its sole purpose is to better identify new and unique visitors to a web site. The value of this cookie is sent to the Service for every event logged. The value of this cookie will also be set as a third party cookie with the name of "cluid" if such a cookie does not exist. The purpose of this is for web sites with multiple domains and who want to track visitor sessions across multiple domains, which is not possible with first party cookies.</p> <p>More information can be found in the GetClicky Privacy terms (Link to <a href="http://clicky.com/terms">http://clicky.com/terms</a>)</p>
.pw.client-work.co.uk	__utma	2015-01-29	Google Analytics - Google Analytics uses this cookie name.
.pw.client-work.co.uk	__utmb	2013-01-29	Google Analytics - Google Analytics uses this cookie name.
.pw.client-work.co.uk	__utmc	-	Google Analytics - Google Analytics uses this cookie name.
.pw.client-work.co.uk	__utmz	2013-07-30	Google Analytics - Google Analytics uses this cookie name.
in.getclicky.com	cluid	2033-01-29	<p>The purpose of this is for web sites with multiple domains and who want to track visitor sessions across multiple domains, which is not possible with first party cookies.</p> <p>More information can be found in the GetClicky Privacy terms (Link to <a href="http://clicky.com/terms">http://clicky.com/terms</a>)</p>
pw.client-work.co.uk	no_tracky_66587319	2013-01-30	When a site stops using the Service, it is quite common for the web master to leave the code installed, which is against the Terms of service. For high traffic sites, this can use a lot of extra bandwidth and CPU resources on our servers. This cookie is set whenever data is sent in for a site that is disabled. It tells our tracking code to stop sending data to us. This cookie expires after 24 hours but will be set again upon future visits by the same visitor, until the Code is removed from the offending web site.