

COOKIE POLICY

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What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit this website. Cookies are then sent back to this website on each subsequent visit allowing this website to recognise your device.

What the cookies are for?

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve your experience. The cookies used or that will be used from time to time on this website have been categorised based on the categories found in the ICC UK Cookie guide.

What types of cookies do we use?

We use **first-party cookies**. These are cookies that are set by the website that is displayed in the URL window. We do not permit the use of cookies that are set by domain other than the domain that is being visited by you at the time (so called third-party cookies) and we do not use third-party services on our website that send cookies to the users.

We use **session cookies**. These cookies allow us to link your actions during a browser session. A browser session starts when you open and finishes when you close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

We also use **persistent cookies**. These cookies remain on your device until you delete them, or until they expire after a period of time going up to 2 year. Enabling these cookies is not strictly necessary for the main functions of the website to work, but it will provide you with a better browsing experience. However, you can delete or block these cookies at any time. You can only refuse persistent cookies that are not strictly necessary.

Strictly Necessary Cookies: These cookies enable services you have specifically asked for.

Strictly necessary cookies are first-party session cookies that are essential in order to enable you to move around this website and use its features. Without these cookies services you have asked for cannot be provided. They are used to store a unique identifier to manage and identify you as unique to other users currently viewing the website, in order to provide you with a consistent and accurate service. These cookies will not be used to gather information that could be used for marketing purposes or to remember your preferences or ID outside a single session.

Within this category we may use third-party social plug-in content sharing cookies (for members of a social network who have already logged in) which do not track users.

Performance Cookies: These cookies collect anonymous information on the pages visited.

The performance cookies are first-party session or persistent cookies. These cookies collect information about how you, as a visitor, use this website, for instance which pages you go to most often, and if you get error messages from web pages. These cookies don't collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Within this category we use **Google Analytics** [cookie names: ga, _gid, _gat] and **Piwik Analytics** [cookie names: _pk_id, pk_ref and _pk_ses].

Functionality cookies: These cookies remember choices you make to improve your experience.

The functionality cookies are first-party session or persistent cookies. These cookies allow this website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites. Some of these cookies provide the technology behind our "live chat" system.

Within this category we use **WordPress Multilingual Plugin** [cookie names: _icl_current_language, wpml_referer_url and __zlcmid].

We do not use cookies to collect information about your browsing habits in order to make advertising relevant to you and your interests (so called "targeting cookies" or "advertising cookies").

How to control cookies?

You can see what Cookies are used by this website by using online services such as these offered by <http://www.cookie-checker.com> or <http://www.onlinecookieaudit.com> or by checking your web browser.

For Microsoft Internet Explorer 8.0–11.0 you need to select the 'Tools --> Internet Options' menu item, and then click the 'Settings' button under the 'General' tab. Click the 'View Files' button to see a list of the temporary internet files that Explorer has stored. Cookies have names that begin with 'cookie:' - the Internet Address column will tell you which website created the cookie.

For Google Chrome you need to choose 'Settings' on the 'parallel bars' button (or the 'Customize and control' menu) and click 'Show advanced settings' at the bottom of the screen. In the 'Privacy' section, click on the 'Content settings...' button then click the 'all cookies and site data' button. You will be shown a list of all websites which have stored cookies on your computer. Selecting a website allows you to see the cookies, and selecting a cookie shows you the data stored in it.

For other browsers you may rely on the explanations in <http://www.wikihow.com> or other public sources.

You can control and/or delete cookies as you wish. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

Privacy

We are committed to respecting your privacy. If you get in contact with us, we will only use information you supply to answer your questions or provide you with information about our products and services. We do not share any information you may provide with any third parties. We do not collect any other information about you as a visitor to this site, except that which is gathered by the cookies listed above. The cookie-related information is not used to identify you personally and the data collected on your browsing behaviour on our website is kept in fully secure conditions. These cookies are not used for any purpose other than those described here.

Security of your information

Any information collected via this website is used only in order to provide the services of this website. We are committed to making sure that all information is secure, accurate and treated in accordance with this policy. We have put in place suitable procedures to safeguard the information we collect in order to prevent unauthorised access or disclosure.