

# COOKIES POLICY

Our website uses cookies. This Cookies Policy explains what cookies are, the type of cookies we use and their purpose.

## 1. WHAT ARE COOKIES?

Cookies are small text files that are placed on your computer by websites that you visit. They are used to make websites work or work more efficiently. They also provide information to the owners of the website.

The table below sets out further information about the cookies we use, including why we use them.

We use cookies to help customize our website and improve your experience.

## 2. TYPE OF COOKIES

### • **Strictly necessary cookies**

These are cookies that are required for the operation of our website. For example, cookies that enable you to log into secure areas of our website.

### • **Analytical or performance cookies**

These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

### • **Functionality cookies**

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

### • **Targeting cookies**

These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

### 3. SESSION AND PERSISTENT COOKIES

Session cookies are temporary cookies which only exist during the time you use the website (or more strictly, until you close the browser after using our website). Session cookies help our website remember what you chose on the previous page, avoiding the need to re-enter information and improve your experience whilst using our website.

Persistent cookies stay on your device after you've visited our website. For example, if you request for your login details to be remembered by ticking a box when you log into your account, a persistent cookie will be used, so that the website remembers you the next time you use it. Persistent cookies help us identify you as a unique visitor.

### 4. LIST OF COOKIES WE CURRENTLY USE

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

#### Necessary

Cookie name	Purpose	Expiration
cookiefirst-id	This cookie contains your unique ID so CookieFirst can identify unique visitors to this website.	1 year
cookiefirst-consent	This cookie saves your cookie preferences for this website. You can change these or withdraw your consent easily.	1 year

#### Performance

Cookie name	Purpose	Expiration
_hjid	Hotjar cookie. This cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the random user ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	1 year
_hjIncludedInPageviewSample	This cookie is being set by Hotjar for performance and analytics purposes.	2 minutes 26 seconds
_hjFirstSeen	This cookie is being set by Hotjar for performance and analytics purposes.	30 minutes

_hjAbsoluteSessionInProgress	This cookie is being set by Hotjar for performance and analytics purposes.	30 minutes 26 seconds
_gid	Registers a unique ID for a website visitor it tracks how the visitor uses the website. The data is used for statistics.	1 day 26 second
_gat_*****	Set by Google Analytics to control the request rate.	1 day
_ga	Registers a unique ID for a website visitor it tracks how the visitor uses the website. The data is used for statistics.	2 years 26 second

## Advertising

Cookie name	Purpose	Expiration
_hjIncludedInSessionSample	This cookie is set in relation to Hotjar tracking	2 minutes 26 seconds

## 5. CONTROL OF COOKIES

You can confirm which of these cookies you consent to us using, when you use our website.

Once you have consented to the deposit of cookies, you can remove or reject cookies in your browser's settings at any time.

Please be aware that such action could affect the availability and functionality of the website. If you continue using our website and do not change your browser settings, we will assume that you consent to us using cookies as described above.

To disable Google Analytics cookies and to opt out of being tracked by Google Analytics across websites, you can download and install the following tool:

<https://tools.google.com/dlpage/gaoptout?hl=en>.

We're not responsible for and shall have no liability over the content and cookies on any external or third-party websites.

For more information about cookies, including how to see what cookies have been set, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 6. FURTHER INFORMATION

You can contact our Data Protection Office by post: Somerset Bridge Group Limited, Lysander House, Catbrain Lane, Bristol, BS10 7TQ, or by email: [dpo@sbgl.co.uk](mailto:dpo@sbgl.co.uk)