

# at your service group

## How we use cookies on this website

We use cookies and similar tools across our website to improve its performance and enhance your user experience. This policy explains how we do that.

### What are cookies?

Cookies are small text files which a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website, or another website, to recognise your device the next time you visit. Web beacons or other similar files can also do the same thing. We use the term “cookies” in this policy to refer to all files that collect information in this way.

There are many functions cookies serve. For example, they can help us to remember your username and preferences or analyse how well our website is performing.

Certain cookies contain personal information – for example, if you click to “remember me” when logging in, a cookie will store your username. Our cookies won’t collect information that identifies you, and will instead collect more general information such as how users arrive at and use our website, or a user’s general location.

### What sort of cookies do we use?

Generally, our cookies perform up to three different functions:

#### 1. Essential cookies

Some cookies are essential for the operation of our website. For example, some cookies allow us to identify registered users and ensure they can access their own private pages. If a registered user opts to disable these cookies, the user will not be able to access all of the content that a registration entitles them to.

#### 2. Performance Cookies

We utilise other cookies to analyse how our visitors use our websites and to monitor website performance. This allows us to provide a high quality experience by customising our offering and quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why some pages are receiving error messages.

#### 3. Functionality Cookies

We use functionality cookies to allow us to remember your preferences. For example, cookies save you the trouble of typing in your username every time you access the site.

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We also use functionality cookies to provide you with enhanced services such as allowing you to watch a video online or add comments.

We also use or allow third parties to serve cookies that fall into the three categories above. For example, like many companies, we use Google Analytics to help us monitor our website traffic. We may also use third party cookies to help us with market research, revenue tracking, improving site functionality and monitoring compliance with our terms and conditions and copyright policy.

## **Can a website user block cookies?**

As we've explained above, cookies help you to get the most out of our websites.

However, if you do wish to disable our cookies then please follow the instructions in the help section of your preferred browser.

Please remember that if you do choose to disable cookies, you may find that certain sections of our website do not work properly.