

## Webnetism Cookie Policy

|                     |                               |
|---------------------|-------------------------------|
| <b>Version</b>      | 2.0                           |
| <b>Last amended</b> | 17 <sup>th</sup> January 2018 |

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## 1. About cookies

### 1.1 What are cookies?

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

### 1.2 Persistent and session cookies

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

### 1.3 Cookies and personal information

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## 2. Cookies that we use

### 2.1 Strictly necessary cookies

These cookies are essential for the use of our website and cannot be turned off in our systems.

| Cookie                    | Name              | Purpose                                                                                                                                                                                |
|---------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Microsoft .NET Session ID | ASP.NET_SessionId | Used to identify a user and distinguish from other users also visiting the site. This is standard as part of Microsoft's .NET platform. This is necessary for the website to function. |

## 2.2 Performance cookies

These cookies allow us to anonymously track website statistics, including, page views, traffic source etc. We do this to track our most popular pages and how users move around the site in order to improve our website. We use Google Analytics to do this, which uses first party cookies. The data collected is not shared with anyone else.

| Cookie                       | Name | Purpose                                                                                                                         |
|------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------|
| Universal Analytics (Google) | _ga  | These cookies collect anonymous information about visitors to our website. This helps us to improve the content on our website. |
|                              | _gat |                                                                                                                                 |
|                              | _gid |                                                                                                                                 |

## 2.3 Functionality cookies

These cookies allow us to remember choices you make on our website and therefore personalise your next visit.

| Cookie                            | Name                          | Purpose                                                                                                            |
|-----------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------|
| tawk.to (Live chat functionality) | TawkConnectionTime            | Third party cookie that remembers you so that we can link chat conversations together to provide a better service. |
|                                   | Tawk_57ea316cff00b01eac83b55e |                                                                                                                    |
|                                   | __tawkuuid                    |                                                                                                                    |

## 2.4 Targeting cookies

These cookies collect information about you in order to deliver more targeted online advertisements. They are also used to measure the effectiveness of online advertisements and can limit the number of times a visitor sees a specific online advertisement. Webnetism do not use any form of targeting cookies. Any change to this will require specific consent from visitors to our website.

### 3. Managing cookies

- 3.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) Chrome – <https://support.google.com/chrome/answer/95647?hl=en>
- (b) Internet Explorer - <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
- (c) Edge – <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>
- (d) Firefox – <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- (e) Safari – <https://support.apple.com/kb/PH21411>
- (f) Opera – <http://www.opera.com/help/tutorials/security/cookies/>

#### 3.2 Negative impact of blocking cookies

These cookies allow us to anonymously track website statistics, including, page views, traffic source etc. We do this to track our most popular pages and how users move around the site in order to improve our website. We use Google Analytics to do this, which uses first party cookies. The data collected is not shared with anyone else.

#### 3.2 Effects on the website if cookies are blocked

If you block cookies, you will not be able to use all the features on our website.

### 4. Cookie preferences

- 4.1 We are currently building a new cookie tool that will allow users to opt-in and out of certain cookies. Please use your web browser to manage them. Find out more at <https://www.aboutcookies.org/> or <http://www.allaboutcookies.org/>. To opt out of being tracked by Google Analytics across all websites visit <https://tools.google.com/dlpage/gaoptout>.

### 5. Amendments

- 5.1 We may update this policy from time to time by publishing a new version on our website.
- 5.2 You should check this page occasionally to ensure you are happy with any changes to this policy.
- 5.3 We may notify you of changes to this policy by email or through a message on our website.

### 6. Our details

- 6.1 This website is owned and operated by Continental Limited.
- 6.2 We are registered in England and Wales under registration number 01727463, and our registered office is at Continental Limited, Herrick Way, Staverton Technology Park, Cheltenham, GL51 6TQ.

6.3 Our principal place of business is at Webnetism, Herrick Way, Staverton Technology Park, Cheltenham, GL51 6TQ.

6.4 You can contact us:

- (a) by post, using the postal address given above;
- (b) using our website contact form;
- (c) by telephone, on 01452 855558; or
- (d) by email, using [dataprotection@continental.co.uk](mailto:dataprotection@continental.co.uk)

## **7. Data protection officer**

7.1 Our data protection officer's contact details are: [dataprotection@continental.co.uk](mailto:dataprotection@continental.co.uk)