

## **Cookies Policy**

### **Information about our use of cookies**

#### **What are cookies?**

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website to collect standard internet log information and visitor behaviour information.

Cookies allow websites to, among other things, store and keep track of the browsing activities of a user. Depending on the information they contain, and on how you operate your computer, cookies can be used to recognise a user.

There are two main types of cookie:

- **Session cookies**—these are deleted when you finish browsing a website and are not stored on your computer longer than this; and
- **Persistent cookies**—these are stored on your computer after you have finished using a website so that the website provider can remember your preferences the next time you use it

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your computer or other electronic device such as your IP address, your browser and/or other internet log information, this will not usually identify you personally. In certain circumstances we may collect personal information about you—but only where you voluntarily provide it e.g. by completing an online form or where you purchase goods or services from us.

#### **Third-party cookies**

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These third parties are responsible for the cookies they set on our site. If you want further information please go to the website for the relevant third party. You will find additional information in the table below.

#### **How do we use cookies?**

We use cookies on this website to:

- recognise you whenever you visit this website (this speeds up your access to the website as you do not have to log in each time);
- obtain information about your preferences, online movements and use of the internet;
- carry out research and statistical analysis to help improve our content, products and services and to help us better understand our customer requirements and interests;
- target our marketing and advertising campaigns and those of our partners more effectively by providing interest-based advertisements that are personalised to your interests; and
- make your online experience more efficient and enjoyable.

The table below shows what cookies we use and why.

#	Name of cookie	Owner	Purpose for the cookie	Category
1	_ga, _gid, _gat_[xxxx]	Google Analytics	This is a web analytics service provided by Google Inc which uses cookies to show us how visitors found and explored our site, and how we can enhance their experience. It provides us with information about the behaviour of our visitors (eg how long they stayed on the site, the average number of pages viewed) and also tells us how many visitors we have had.	Analytical/performance cookies
2	intercom-id-[xxx]	Intercom	Intercom is a third party service used as a messaging platform. This cookie is used by Intercom as a session so that users can continue a chat as they move through the site.	Functionality cookies
3	__stripe_mid	Stripe	Stripe is used as payment gateway to efficiently handle credit card payments, refund transactions etc. Stripe use this cookie to distinguish users.	Strictly necessary cookies
4	tff_currency	TimeToFind	This cookie is used by TimeToFind to store the 'Currency' preferred by users.	Functionality cookies
5	XSRF-TOKEN	TimeToFind	Cross-site request forgeries are a type of malicious exploit whereby unauthorized commands are performed on behalf of an authenticated user. This cookie is used to verify that the authenticated user is the one actually making the requests to the application.	Strictly necessary cookies, Security cookies
6	laravel_session	TimeToFind	This cookie is used by the system to identify individual users.	Strictly necessary cookies
7	cookies_consent	TimeToFind	This cookie is used by TimeToFind to store the Cookie Consent accepted status of users.	Functionality cookies

8	AWSALBCORS AWSALB	AWS	These cookies are managed by AWS and are used for load balancing.	Strictly necessary cookies
9	__adal_ca __adal_cw __adal_id __adal_ses	Adalyser	These Cookies are used by Adalyser to understand how visitors arrive at the Website. All data collected via this method is anonymous.	Analytical/performance cookies
10	_hjAbsoluteSessionInProgress _hjIncludedInPageviewSample _hjid	Hotjar	These Cookies are used by Hotjar to understand how visitors interact with our Website. All data collected via this method is anonymous.	Analytical/performance cookies
11	_fbp	Facebook	This cookie is used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	Targeting/Advertising

## Consent

There is a notice on our home page which describes how we use cookies and which also provides a link to our website privacy policy. By clicking the "Accept Cookies" option on this notice you are agreeing to the use of cookies. If you continue to use our website after this notification has been displayed to you, we will assume that you are happy to receive all cookies from our website for the purposes described in this website cookie policy and our website privacy policy.

## How to turn off Cookies

You may refuse to accept cookies by activating the setting on your internet browser which allows you to refuse the setting of cookies. Please refer to your internet browser's help section for specific instructions. However, if you select this setting you may be unable to access

certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our website.

For more information about cookies (including how to set your browser to reject cookies) please visit the website set up by the Interactive Advertising Bureau (Europe) at [www.allaboutcookies.org](http://www.allaboutcookies.org) or go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.