

Cookie Policy

What is a cookie?

Cookies are small text files that are sent to and stored on your computer, smart phone or other device for accessing the internet, whenever you visit our website. Each cookie is unique to your web browser. It will contain some anonymous information such as a unique identifier and the site name and some digits and numbers. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your movements elsewhere around the web. Please note that passwords and credit card numbers are not stored in cookies.

Most websites visited will use cookies in order to improve your user experience by enabling that website to 'remember' you, either for the duration of your visit (using a 'session cookie') or for repeat visits (using a 'persistent cookie').

Most websites use cookies for a variety of reasons, such as to determine preferences, let users navigate between pages efficiently, verify the user and carry out other essential security, these are all termed as 'non-evasive'.

Cookies make the interaction between you and the website faster and easier. If a website doesn't use cookies, it will think you are a new visitor every time you move to a new page on the site – for example, when you enter your login details and move to another page it won't recognise you and it won't be able to keep you logged in.

Cookies may be set by the website you are visiting ('first party cookies') or they may be set by other websites who run content on the page you are viewing ('third party cookies').

We don't sell the information collected by cookies, nor do we disclose the information to third parties, except where required by law (for example to government bodies and law enforcement agencies).

Nb. Persistent cookies remain after your browser is closed.

You can find more information about cookies at <http://www.allaboutcookies.org/>

Different forms of cookies

Necessary Cookies

Necessary Cookies let you move around the website and use essential features like secure areas. These cookies don't gather any information about you that could be used for marketing or remembering where you've been on the internet. You cannot opt out of necessary cookies and therefore should not continue to use this site or else setup your browser to block cookies from this site (See 'Managing your cookies' below).

Nb. It is assumed that by using this site you have agreed to accept necessary cookies. If you use the browser to block Necessary Cookies it will prevent the site from functioning as intended.

Examples of such cookies are for:

Remembering information you've entered on forms when you navigate to different pages in a single web browser session which identify you as being logged in (if the site has a login area).

The use of cookies will not gather information that could be used to advertise products or services to you or for use to target adverts on any other site.

The table below explains the cookies we use and why.

Cookie	Name	Type	Purpose	More information
Website site cookie acceptance	rtCookiePrivacySetting	Functional	This cookie is used to record if a user has accepted the use of cookies on this website.	
Preferred site format	rtPreferredSiteFormat	Persistent	This cookie is used to record which site format they prefer to view the website in. eg. full, tablet or mobile.	
Auto login status	rtAutoLogin	Persistent	This cookie is used to record if a user has chosen to auto login on their return to this site. It contains a random login code for this user. It DOES NOT contain any user info or passwords.	
Session cookie	ASP.NET_SessionId	Functional	This cookie allows our site to remember selections you make from page to page like when you fill out a form.	
Telerik cookies	Various (Depending on controls used on this site)	Persistent	These cookies are used by Telerik page controls to record their state. eg. grid configs and editor menu bar selections.	For more information about a particular Telerik cookie please search for it in the Telerik support pages

Performance Cookie

'Performance' cookies collect information about how you use our website e.g. which pages you visit, and if you experience any errors. These cookies don't collect any information that could identify you – all the information collected is anonymous and is only used to help us improve our website, service to you, understand what interests our users and measure how effective our advertising is.

NB: Performance cookies can be blocked.

We use 'Performance' cookies to:

Provide statistics on how our website is used.

See how effective our adverts are (we don't use this information to target adverts to you when you visit other websites).

Help us improve the website by measuring any errors that occur.

'Performance' cookies will NOT be used to:

Gather information that could be used to advertise products or services to you on other websites.

Target adverts to you on any other website.

Cookie	Name	Duration	Type	Purpose	More information
Google Analytics	_utma _utmb _utmc _utmz	2 years	Persistent	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Click here for an overview of privacy at Google
Google Adwords	__gcl			These cookies are used to track conversion from ads on Google search.	https://policies.google.com/technologies/ads
Microsoft Bing Ads	__mscl	180 days	Persistent	These cookies are used to track conversion from ads on Microsoft Bing.	https://privacy.microsoft.com/
CDN Cloudflare	__cfduid	Until browser closed	Temporary	This cookie is used to speed up page load times, enhance performance and provide security.	

Targeting & Advertising Cookies

These Cookies are typically used by websites to deliver targeted adverts based on browsing habits. These cookies help us deliver advertisements to you which we think might be of interest based on the pages on our website you have visited. These advertisements will be delivered onto certain other websites that you visit.

Cookie	Name	Duration	Type	Purpose	More Information
Facebook	_fbp and fr	2 months	Persistent	These cookies analyse the success of our advertising campaigns on Facebook. They also collect information about how you use our website, such as which pages you go to, to enable us to show more relevant messages to you across Facebook.	
Force 24	f24_autold	10 years	Persistent	These cookies monitor the browsing activities our potential or existing customers use including links clicked to help us gain a better understanding of your viewing activities and areas of interest. These make your access experience easier and	https://www.force24.co.uk/privacy/
Force 24	f24_personld	10 years	Persistent		

				manage certain functionality and technical aspects. Stores user's ID.	
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Third Party Cookies

You may notice some cookies that aren't related to our website directly. If you go onto a webpage that contains embedded content, you may be sent cookies from these websites. We don't control the setting of these cookies, but you can check these third-party websites for more information about their cookies and how to manage them.

Cookie	Name	Type	Purpose	More Information
Inspectlet	__insp_sid	Temporary	These cookies allow us to analyse the user behaviour of visitors to this website and provide research information to allow us to improve the customer experience	https://www.inspectlet.com/legal#privacy
	__insp_ref			
	__insp_scpt			
	__insp_nv			
	__insp_wid			
	__insp_identity			
	__insp_uid	Persistent		
Tawk.To	TawkConnectionTime	Functional, Third Party	These cookies allow our LiveChat functionality to link chat conversations together to provide a better service.	https://www.tawk.to/privacy-policy/
	Tawk_*			
	__tawkuuid			
DataDome	Datadome	Functional, Third Party	This is a security cookie based upon detecting BOTs and malicious traffic.	
Force24	f24_autold	Persistent, Third Party	Force24 will collect information to monitor your behaviour and if you are a client, your customers when they are accessing information provided by the Force24 Platform.	https://www.force24.co.uk/privacy/
Force24	f24_personId	Persistent, Third Party	The Platform cookies monitor the browsing activities our potential or existing customer uses, including links clicked. A cookie is activated through our customers or potential customers clicking email links and also the contents of any forms submitted to us.	https://www.force24.co.uk/privacy/

Managing your cookies

The browsers of most computers, smart phones and other web-enabled devices are typically set up to accept cookies. If you wish to amend your cookie preferences for our website or any other websites, you can do this through your browser settings. Your browser's 'help' function will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you

receive a new cookie and how to disable cookies altogether. You can also disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

Cookies are often used to enable and improve certain functions on our website. If you choose to switch certain cookies off, it is possible that this will affect how our website works.

We have provided the following websites for further information on cookies:

- **Information about cookies**

Comprehensive information on how to block or erase cookies on a wide variety of desktop browsers:

<http://www.aboutcookies.org>

Useful information about cookies can be found at:

<http://www.allaboutcookies.org>

- **Internet Advertising Bureau**

A guide to behavioural advertising and online privacy has been produced by the internet advertising industry which can be found at:

<http://www.youronlinechoices.eu>

- **International Chamber of Commerce United Kingdom**

Information on the ICC (UK) UK cookie guide can be found on the ICC website section:

<http://www.international-chamber.co.uk/our-expertise/digitaleconomy>