

**COOKIES POLICY / WEBSITE NOTICE**

**This notice is to fulfil our duties to you under General Data Protection Regulation (GDPR), Privacy and Electronic Communications Regulations (PECR) & Data Protection Act 2018 (DPA 2018) concerning your personal information and your rights.**

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**1. Summary**

**What are cookies?**

A cookie is a small file of letters and numbers downloaded on to your computer when you visit a website. They are also known as browser cookies or tracking cookies. Cookies are small, often encrypted text files, located in browser directories. Cookies are used by web developers to help users navigate their websites efficiently and perform certain functions. Due to their core role of enhancing/enabling usability or site processes, disabling cookies may prevent users from using certain websites.

Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

**More on browser cookies**

Cookies are created when a user’s browser loads a particular website. The website sends information to the browser, which then creates a text file. Every time the user goes back to the same website, the browser retrieves and sends this file to the website’s server. Computer Cookies are created not just by the website the user is browsing but also by other websites that run ads, widgets, or other elements on the page being loaded. These cookies regulate how the ads appear or how the widgets and other elements function on the page.

For more information on cookies see: [www.allaboutcookies.org](http://www.allaboutcookies.org)

**How cookies are regulated**

The rules on cookies are covered by the Privacy and Electronic Communications Regulations (PECR). The Regulations also cover similar technologies for storing information, eg Flash cookies.

PECR was revised in 2011, and the Information Commissioner’s Office (ICO) is responsible for enforcing these rules.

**2. Which cookies are used on our website and why**

**Source** Google Analytics

**Cookie Name** \_gid, \_gat, \_ga

**Purpose** 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.

**Comments** Click [here](http://www.google.com/analytics/learn/privacy.html) for an overview of privacy at Google

**Content Management System cookie**

**Cookie Name** exp\_anon, exp\_expiration, exp\_last\_activity, exp\_last\_visit, exp\_sessionid, exp\_tracker, exp\_uniqueid, exp\_userhash

**Purpose** These cookies are set by our content management system upon arrival to our site. They are not used by North Wales Housing for any specific purpose.

Some of these cookies are deleted when a user closes their browser, the others have a variable expiry date

**Source** **https://www.nwha.org.uk/ - Cookie Consent Panel/Compliance Cookies**

**Cookie Name** gdpr-cookie-law

**Purpose** This cookie is set so that once accepted, the cookie advice panel is hidden until the cookie expires.

**Session Cookies**

**Purpose** These cookies store temporary information to enable site functionality.

**Functional Cookies**

**Cookie Name** gdpr-cookie-law

**Purpose**

These are cookies used for core site functionality.  
**Comments**

The supplier of Expression Engine, our content management system - the software we use to update our website, is working to allow more flexibility in the way users can control how cookies are set by their system.

**Cookie Name** cfduid – Cloudflare

**Purpose** This is used to identify individual clients behind a shared IP address

**Cookie Name** intercom-id-bhzad15z

**Purpose** Intercom web chat

**Cookie Name** pll\_language

**Purpose** To preserve user language preference

**3. Control your cookies**

**How can I control my cookies?**

**Browser controls**

**You can use your web browser to:**

* delete all cookies;
* block all cookies;
* allow all cookies;
* block third-party cookies;
* clear all cookies when you close the browser;
* open a 'private browsing' / 'incognito' session, which allows you to browse the internet without storing local data; and
* install add-ons and plug-ins to extend browser functionality.

**Where to find information about controlling cookies**

* [Internet Explorer cookies information](http://support.microsoft.com/kb/278835)
* [Chrome cookies information](https://support.google.com/chrome/answer/95647?hl=en-GB)
* [Firefox cookies information](http://support.mozilla.org/en-US/kb/Clear%20Recent%20History)
* [Safari cookies information](http://support.apple.com/kb/PH5042)
* [Opera cookies information](http://www.opera.com/help/tutorials/security/privacy/)

**Useful information**

* A number of websites provide detailed information on cookies, including [AboutCookies.org](http://www.aboutcookies.org/) and [AllAboutCookies.org](http://www.allaboutcookies.org/).
* The Internet Advertising Bureau website [Your Online Choices](http://www.youronlinechoices.com/uk) allows you to install opt-out cookies across different advertising networks.
* Google has developed a browser add-on to allow users to [opt-out of Google Analytics](http://tools.google.com/dlpage/gaoptout) across all websites which use this popular analytics product.
* New technologies such as Mozilla's [Do Not Track](http://dnt.mozilla.org/) allow you to tell websites not to track you.
* Internet Explorer has a feature called [Tracking Protection Lists](http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/tracking-protection) which allows you to import a list of websites you want to block.

**4. FAQs, your rights and the law**

**Types of user/Definitions**

**Subscriber**

This means a person who is a party to a contract with a provider of public electronic communications services for the supply of such services. In this context the person who pays the bill for the internet connection (that is, the person legally responsible for the charges).

**User**

This means any individual using a public electronic communications service. In this context a user would be the person sat at a computer or using a mobile device to browse the internet.

**Terminal equipment**

The device a cookie is placed on – usually a computer or mobile device.

**Do I need to accept cookies?**

In accordance with the below legislation, we have to obtain your consent in order for us to be able to use cookies on our website to collect your data. You do not have to accept cookies.

**This is what the law requires:**

*a person shall not store or gain access to information stored, in the terminal equipment of a subscriber or user unless the requirements of paragraph (2) are met.*

*(2) The requirements are that the subscriber or user of that terminal equipment-*

*(a) is provided with clear and comprehensive information about the purposes of the storage of, or access to, that information; and*

*(b) has given his or her consent.*

Regulation 6 of the Privacy and Electronic Communications Regulations 2003 (PECR)

**Consent**

The Regulations require that users or subscribers consent. Directive 95/46/EC (the Data Protection Directive on which the UK Data Protection Act 2018 (the DPA) is based) defines ‘the data subject’s consent’ as:

*‘any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed’.*

Consent must involve some form of communication where the individual knowingly indicates their acceptance. This may involve clicking an icon, sending an email or subscribing to a service. The crucial consideration is that the individual must fully understand that by the action in question they will be giving consent.

Our cookie consent panel is your method of consenting or preventing the use of cookies on our website.

By consenting you are agreeing to receive cookies for 12 months (unless any significant changes are implemented before then, in which case your consent will be requested again).

**Can cookies allow others access to my computer’s hard drive?**

The cookies we use cannot look into your computer, smart phone or web-enabled device and obtain information about you or your family or read any material kept on your hard drive.

**If I use a public computer, will someone be able to get my details from the cookies?**

Our cookies cannot be used by anyone else who has access to the computer to find out anything about you, other than the fact that someone using the computer may have visited a certain website.

**Do cookies mean I could get cold calls or junk mail?**

We never use the data gathered through cookies to contact you via post, email or phone.

**Links to other websites**

Our website may contain links to other websites of interest. Once you have used these links we have no control over any other website and therefore, we cannot be responsible for the protection and privacy of any information which you provide. Such sites are not governed by this policy and you should exercise caution and look at the privacy notice or statement applicable to the website in question.

**Report your cookie concerns**

Please contact our Customer Services team on 01492 572727 or via e-mail to [customerservices@nwha.org.uk](mailto:customerservices@nwha.org.uk) or the Data Protection Officer on 01492 573207 or via e-mail [gareth.roberts@nwha.org.uk](mailto:gareth.roberts@nwha.org.uk) in the first instance if you have any concerns about cookies and their use on our website.

Alternatively, please visit the Information Commissioner’s Office (ICO) on:

Information Commissioner's Office

2nd floor

Churchill House

Churchill way

Cardiff

CF10 2HH

Tel: 016 2554 5297

Email: wales@ico.org.uk

Website: <https://ico.org.uk/>

‘Live Chat’ is available on the ICO website: ICO [live chat](https://ico.org.uk/global/contact-us/live-chat/)

**There is also a site which you can raise concerns specifically about cookies:**

*Tell us your concerns about cookies* and complete their only form found at: <https://wh.snapsurveys.com/s.asp?k=150296439091>