

**Service:** Corporate



**Procedure:** Cookie Policy

**Date:** May 2018      **Issue No:** 1

---

## **Contents**

1. Introduction
2. Application
3. Aims of the policy
4. What are cookies?
5. Type of cookies used in Shap
6. What do we use cookies for
7. Controlling your cookies
8. Opt Out
9. Changes to our Cookie Policy
10. Report your cookie concerns
11. How to contact us
12. Circulation List

## **Introduction**

At Shap Ltd, we are committed to protecting and respecting the privacy of information that we hold. We believe in being clear and open about how we collect and use data related to you. In the spirit of transparency, this policy provides detailed information about how and when we use cookies.

Cookies are used on our website, which help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. We use cookies and other technologies to ensure everyone who uses our website has the best possible experience.

By using our website you are agreeing to our use of cookies in accordance with the terms of this policy.

## **Application**

This policy outlines our use of cookies on our company website.

## **Aims of the Policy**

- To comply with Data Protection & GDPR requirements in relation to use of cookies
- To inform individuals (employees, suppliers, people who use our services, visitors to our website) of our use of cookies when using our website.
- To confirm what the purpose of cookies is, why we use them and the choices you have in regards to their use.

**Service:** Corporate



**Procedure:** Cookie Policy

**Date:** May 2018      **Issue No:** 1

---

## **What are Cookies?**

Cookies are small pieces of information, sent by an organisation to your electronic device (computer, tablet or mobile phone) and are stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better personalised service.

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. This allows the Site to recognise you as a user either for the duration of your visit (using a 'session cookie') or for repeat visits (a 'persistent cookie'). They are not harmful and do not contain any information such as your home address, date of birth or credit card details. Cookies generally improve the user experience, e.g. remembering your settings, automatically logging you into your social media sites or remembering your password.

European legislation (Privacy & Electronic Communications Regulations and GDPR) made changes to the law requiring website operators to ask for permission from website users before placing certain types of cookie on their devices. ICO is responsible for enforcing these rules.

You may come across information about cookies on websites and be given choices about how some cookies are used. This might include, for example, being asked to agree to a cookie being used for a particular service, such as remembering your preferences on a site.

Organisations are responsible for providing clear information about the way they use cookies and ensuring that they give people using their website the right choices.

## **Types of Cookies Used in Shap**

A cookie is a small file which asks permission to be placed on your electronic device. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. There are two main kinds of cookies: "session" cookies and "persistent" cookies.

"Session" cookies only last while you are online & are deleted when you close your internet browser. "Persistent" cookies outlast user sessions & remain stored on your computer until you delete them or until they reach their expiry date.

We use Google Analytics to analyse the use of our website. It uses cookies to generate statistical and other information to create reports about the use of our website. Google then stores this information.

Cookies do not contain any information that personally identifies you and a cookie in no way gives us access to your computer or any information about you. Most browsers allow you to manage cookies and disable them if you want (visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)). However in a few cases some of our website features may not function as a result.

## What do we use Cookies for?

We use cookies to:

- Recognise you when you visit our website & remember your preferences; therefore personalising & improving your customer experience.
- Recognise the device that you are using.
- Record the areas of the Site that you have visited, information about schemes that you have viewed and time spent browsing. We use this information to help make the website more user friendly, develop our Site design and to continuously improve the quality of the service we provide.

Cookies are an essential part of how our Site works, as they remember certain information about a visitor.

Categories of Use	Description
Authentication	If you're signed in to our website, cookies help us show you the right information and personalise your experience.
Security	We use cookies to enable and support our security features, and to help us detect malicious activity and violations of our User Agreement.
Preferences, features and services	Cookies can tell us which language you prefer and what your communications preferences are. They can help you fill out forms on the website more easily. They also provide you with features, insights, and customised content
Performance, Analytics and Research	Cookies help us learn how well our site performs in different locations. We also use cookies to understand, improve, and research products, features, and services, including when you access Shap website from other websites, applications, or devices such as your work computer or your mobile device.

---

**Service:** Corporate



**Procedure:** Cookie Policy

**Date:** May 2018      **Issue No:** 1

---

## Controlling Your Cookies

Most web browsers allow you to manage cookies & disable them if you want. To change your cookie settings, or if you want to be notified each time a cookie is about to be used, you should amend the settings provided in your web browser to prevent us from storing cookies on your computer hard drive.

For further information about cookies & how to disable them, please:

- Consult the "Help" tab of your browser via the menu bar.
- Visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org) to find out more information about controlling your web browser.

However, in some cases some of our website features may not function as a result.

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 your browser,
- Open a 'private browsing'/'incognito' session, which allows you to browse the internet without storing local data, &
- Install add-ons & plug-ins to extend browser functionality.

## Opt out

Website visitors who do not want their data used by Google Analytics can install the Google Analytics opt-out browser add-on. To opt-out of Analytics for the web, visit the [Google Analytics opt-out page](#) and install the add-on for your browser.

## Changes to our Cookie Policy

We keep our Cookie Policy under regular review and we will place any updates on our web-page, so please return and review it regularly. Our Cookie Policy was last updated in May 2018.

## Report your cookie concerns

SHAP tries to meet the highest standards when collecting & using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

**Service:** Corporate



**Procedure:** Cookie Policy

**Date:** May 2018      **Issue No:** 1

You can contact us if you have any concerns or complaints about our use of cookies. You can write to us at: SHAP Ltd, 2<sup>nd</sup> Floor Lakeside Building, Prescot Road, St Helens WA10 3TT, or sending an email to us: [cbu@shap.org.uk](mailto:cbu@shap.org.uk)

Alternatively you can contact our Data Protection Supervisory Authority at: Information Governance Department, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or telephone: 0303 1231113, or by email: [www.ico.org.uk](http://www.ico.org.uk)

### How to contact us

Please contact us if you have any questions about our Cookie Policy:

- By email: [cbu@shap.org.uk](mailto:cbu@shap.org.uk)
- Or write to our Data Protection Officer at: SHAP Ltd, 2<sup>nd</sup> Floor Lakeside Building, Prescot Road, St Helens WA10 3TP
- Alternatively you can telephone us on 01744 454056

### Information Circulation Checklist:

*Line Managers, who needs to know about this process and how will you tell them?*

Managers Meeting	√
Team email	√
Supervision / Catch Up meetings	√
Group training	√
Staff Noticeboard	√
Service User Meeting / update	√
Partners	√

*General public, who need to know about this process and how the organisation will tell them*

Organisation Website	√
----------------------	---

Service: Corporate



Procedure: Cookie Policy

Date: May 2018 Issue No: 1


---

### Related documents

- Data Protection Policy & Procedure
- Privacy Notice
- Retention Policy

### Review Record and Version Control

Document Title: Cookie Policy

Version Number	001
Date of last review	n/a
Date of next review	May 2021, or more regular to include any updates/changes in cookie usage, data collection & GDPR regulations
Name(s) of staff conducting review	n/a
Details of revisions	
Circulation plan	
Approved for circulation by	

Chief Executive Officer