



# Cookies Policy

This Cookies Policy sets out the basis on which we, HTDL Ltd, use cookies and similar technologies on or in relation to our website, [www.htdl.co.uk](http://www.htdl.co.uk) (our **website**). This Cookies Policy is effective from 1<sup>st</sup> May 2018.

‘Essential’ cookies are automatically placed on your computer or device when you access our website or take certain actions on our website. ‘Non-essential’ cookies and other technologies are only placed on your computer or device if you have consented to us doing so. For information on the difference between essential and non-essential cookies, see the section below entitled [About cookies](#).

For information on how you consent and how you can withdraw your consent to us placing non-essential cookies and other technologies on your computer or device, see the section below entitled [How to accept or reject cookies](#).

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## About cookies

### What are cookies?

Cookies are small data files sent by a website’s server to a web browser, processor memory or hard drive and stored there. They can be used for a range of different purposes, such as customising a website for a particular user, helping a user navigate a website, improving that user’s website experience, and storing that user’s preferences and login information.

### Essential and non-essential cookies

Cookies can be classified as either ‘essential’ or ‘non-essential’.

Essential cookies: these are cookies that are either:

- used solely to carry out or facilitate the transmission of communications over a network; or
- strictly necessary to provide an online service (e.g. our website or a service on our website) which you have requested.

Non-essential cookies: these are any cookies that do not fall within the definition of essential cookies, such as cookies used to analyse your behaviour on a website (‘analytical’ cookies) or cookies used to display advertisements to you (‘advertising’ cookies).





## Session and persistent cookies

Cookies can be classified as either 'session' or 'persistent', depending on how long they last after they are placed on your browser.

Session cookies: session cookies last for as long as you keep your browser open. They expire when you close your browser.

Persistent cookies: persistent cookies expire at a fixed point in time or if you manually delete them from your browser, whichever occurs first.

## First and third party cookies

Cookies can be classified as 'first party' or 'third party'.

First party cookies: these are cookies placed on your device by our website domain.

Third party cookies: these are cookies placed on your device by third party website domains.

If you require further information about cookies in general, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## List of cookies used

We use the following cookies on or in relation to our website:

Cookie	Domain	Description	Duration	Type
visitorDeviceClass	www.htdl.co.uk	No description	session	Other
ASP.NET_SessionId	www.htdl.co.uk	This cookie is used in sites developed with Microsoft.Net. When a user start browsing a unique session ID is created, which keeps track of all the information regarding that session. This information is stored in the web server and it is identified via a GUID.The GUID is essential for any ASP.NET site to function properly.	session	Necessary
ANONID_FS128597	.htdl.co.uk	No description	11 months 29 days 23 hours 59 minutes	Other
ANONID128597	.htdl.co.uk	No description	11 months 29 days 23 hours 59 minutes	Other
VISID128597	.htdl.co.uk	No description	29 minutes	Other
_hjTLDTest	.htdl.co.uk	No description	session	Other
_hjid	.htdl.co.uk	This cookie is set by Hotjar. This cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the random user ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	11 months 29 days 23 hours 59 minutes	Other





Cookie	Domain	Description	Duration	Type
_hjFirstSeen	.htdl.co.uk	No description	29 minutes	Other
_ga	.htdl.co.uk	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.	1 years 11 months 28 days 23 hours 59 minutes	Analytics
_gid	.htdl.co.uk	This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating an analytics report of how the website is doing. The data collected including the number visitors, the source where they have come from, and the pages visited in an anonymous form.	23 hours 59 minutes	Analytics
_gat	.htdl.co.uk	This cookies is installed by Google Universal Analytics to throttle the request rate to limit the collection of data on high traffic sites.		Performance
messagesUtk	.htdl.co.uk	This cookie is set by hubspot. This cookie is used to recognize the user who have chatted using the messages tool. This cookies is stored if the user leaves before they are added as a contact. If the returning user visits again with this cookie on the browser, the chat history with the user will be loaded.	1 years 23 days 23 hours 59 minutes	Functional
__cfduid	.hs-scripts.com	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary
__cfduid	.hs-analytics.net	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary
__cfduid	.hs-banner.com	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary
__cfduid	.usemessages.com	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary
__cfduid	.hubspot.com	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not	29 days 23 hours 59 minutes	Necessary



Cookie	Domain	Description	Duration	Type
		correspond to any user ID in the web application and does not store any personally identifiable information.		
__cfduid	.hsappstatic.net	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary
__cfduid	.hubspot.net	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.	29 days 23 hours 59 minutes	Necessary

**Legal basis for processing:** we process information about you contained in or obtained from essential cookies in our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation.

**Legitimate interests:** ensuring our site functions properly and providing you with online services you have requested.

#### How to opt out of essential cookies

Most browsers allow you to block all cookies, including essential cookies. Please note, however, that if you block all cookies, parts of our website and its functionality may not work or display properly.

You can delete existing cookies from your browser by clearing your browsing data and ensuring that the option to delete cookies is selected.

For more detailed information on how to accept and reject cookies, including guidance for specific browsers, please see the section below entitled How to accept or reject cookies

## Non-essential cookies

We use the following types of non-essential cookies on our website:

- **Functional cookies**
- **Analytical (or performance) cookies**
- **Targeting (or advertising) cookies**

#### **Functional cookies**

These are cookies that are designed for purposes such as enhancing a website's functionality. These are either not strictly essential for the website or functionality which you have requested to work, or are cookies which serve non-essential purposes in addition to their essential purpose.

#### How to opt in or out from functional cookies

See the section below entitled How to accept or reject cookies





## Processing information about you contained in or obtained from functional cookies

**Legal basis for processing:** we process information about you contained in or obtained from functional cookies in our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation). We will only process such personal information if you have consented to us placing cookies on your computer or device.

**Legitimate interests:** improving your website experience and providing [or enhancing] the website functionality you have as detailed in the table above.

[For further information on how we use the information gathered from our use of functional cookies, please see the section entitled Our use of automated decision making and profiling in our privacy policy.

## **Analytical (or performance) cookies**

Analytical (or performance) cookies track and gather data about what a user does on a website. These cookies are not essential for our website or its functionality to work. We use the following analytical cookies on our website:

We use Google Analytics cookies on our website. Google Analytics cookies help us understand how you engage and interact with our website, including how you came to our website, which pages you visited, for how long and what you clicked on, your location (based on your IP address).

The Google Analytics cookies used on our website are as listed above. These cookies are session cookies. These cookies expire after a certain amount of time.

The information we collect using analytical cookies is collected on an anonymised basis.

## More information

Google Analytics cookies are classified as first party cookies as they are set by our website domain, although Google collects and processes information from our use of Google Analytics. To find out more about how Google handles information collected from Google Analytics, see Google Analytics' privacy policy, which is available here: <https://support.google.com/analytics/answer/6004245>

For information on how Google uses data from cookies it uses, please visit [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/)

## How to opt in or out from analytical cookies

See the section below entitled How to accept or reject cookies

To opt out of Google Analytics tracking across all websites in general, you can do so here:

<http://tools.google.com/dlpage/gaoptout>

## Processing information about you contained in or obtained from analytical cookies

**Legal basis for processing:** we process information about you contained in or obtained from analytical cookies in our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation).





**Legitimate interests:** analysing how individuals use our website to help us improve our website and business. For further information on how we use the information gathered from our use of analytical cookies, including profiling, please see the section entitled [Our use of automated decision making and profiling](#) in our privacy policy.

#### More information

For information about the cookies Google uses in relation to the above, see the 'Advertising' section on the Types of cookies used by Google page in Google's cookies policy, which is available here:

<https://www.google.com/policies/technologies/types/>

For information about how Google uses data from cookies for its own purposes, please visit the following link

[www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/)

#### How to opt in or out from third party cookies

See the section below entitled [How to accept or reject cookies](#)

## How to accept or reject cookies

There are a number of different ways in which you can accept or reject some or all cookies and similar technologies. Some of the main methods of doing so are described below:

You are welcome to block the use of some or all of the cookies we use on our website. However, please be aware that doing so may impair our website and its functionality or may even render some or all of it unusable.

You should also be aware that clearing all cookies from your browser will also delete any cookies that are storing your preferences, for example, whether you have accepted cookies on a website or any cookies that are blocking other cookies.

You can find more detailed information about cookies and adjusting your browser settings by visiting

[www.allaboutcookies.org](http://www.allaboutcookies.org)

### Accepting or rejecting cookies

#### Browser settings

You can accept or reject some or all cookies (for example, blocking all third party cookies) by adjusting your browser settings. If you do not know how to do this, the links below set out information about how to change your browser settings for some of the most commonly used web browsers:

- Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
- Mozilla Firefox: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox?redirectlocale=en-US&redirectslug=Clear+Recent+History>
- Microsoft Internet Explorer: <https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>
- Apple Safari: [https://support.apple.com/kb/PH5042?locale=en\\_US](https://support.apple.com/kb/PH5042?locale=en_US)

Some browsers, such as Chrome and Firefox, allow you to change your settings to browse in 'incognito' mode, limiting the amount of data placed on your machine and automatically deleting any persistent cookies placed on your device when you finish your browsing session. There are also many third party applications which you can add to your browser to block or manage cookies.





### *Existing cookies*

To clear cookies that have previously been placed on your browser, you should select the option to clear your browsing history and ensure that the option to delete or clear cookies is included when you do so.

### Google Adsettings

You can manage and opt out of personalisation of advertisements by Google by visiting Google's ad settings page here <https://adssettings.google.com/> and by:

- unticking the button entitled 'Also use Google Account activity and information to personalize ads on these websites and apps and store that data in your Google Account'; and
- switching the 'Ads Personalisation' setting off (i.e. by ensuring the switch at the top of the page is set to the left/grey and not the right/blue).

Alternatively, you can install a free browser plugin here: <https://support.google.com/ads/answer/7395996>

### Google Analytics Opt-out Browser Add-on

You can opt out of Google Analytics tracking by installing the browser add-on which is available here: <http://tools.google.com/dlpage/gaoptout>

## Copyright, credit and logo

This Cookies Policy is based on a template provided by GDPR Privacy Policy. For further information, please visit <https://gdprprivacypolicy.org>

The copyright in this Cookies Policy is either owned by, or licensed to, us and is protected by copyright laws around the world and copyright protection software. All intellectual property rights in this document are reserved. Where we display the GDPR Privacy Policy logo on our website, this is used to indicate that we have adopted a privacy policy template provided by GDPR Privacy Policy as the basis for this Privacy Policy.

