



Cookie Policy



This policy applies to COCOA's use of 'cookies' in connection with this website, it sets out how COCOA uses cookies and why we use them. It also tells you how to manage what cookies are stored on your device.

What are cookies?

Cookies are files containing small amounts of information that are downloaded to the device that you are using when you visit the COCOA webpage. When you visit the webpage again, or visit another webpage which recognises some of the cookies downloaded onto your device, your device is able to communicate with the website and the website can read the information held in that cookie.

COCOA's use these cookies to help you efficiently browse our website, saving your details for the next time you visit, and analysing how you use our website so we can improve our services.

Types of Cookies

Session Cookies

Session cookies only last for the duration of the visit and are deleted when you leave the COCOA page.

Persistent Cookies

Persistent Cookies last after you have left the COCOA webpage, and allow us to remember your actions and preferences.

COCOA uses four main categories of cookie on our website:

1. Strictly Necessary

These cookies are essential in helping you move around and use the features of the COCOA website. Without these cookies, we would be unable to offer you the full scope of services our website provides.

2. Analytical/Performance

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

3. Functionality

Functionality cookies are used to improve the functionality of the website and make it easier for you to use. These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. They are used to provide services such as our Live chat, and identify you when you return to our website. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. The information these cookies collect is anonymous and they cannot track your browsing activity on other websites.

4. Targeting

Targeting cookies record users visits to the website, these cookies collect several pieces of information about your browsing habits. We use this information to make our website and our advertising relevant to your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember



that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

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 cookies are likely to be analytical/performance cookies or targeting cookies. You acknowledge and accept that these third-party cookies are directly administered by such third parties and that the purpose, your ability to change cookie settings and or related limitations are set out in their respective policies.

Expiry

Except for essential cookies, cookies will have an expiry date where after a set period they will expire and no longer be present on your device. For example, the Google analytics cookie on our website will expire after 14 months from the last time you visited our Site.

How do I control cookies on my device?

You may choose to disable cookies on your device by altering your internet browser settings. Please bear in mind that if you block all cookies, the services our website provides you with may be limited.