

Cookies policy

1. Introduction

- 1.1 Our website uses cookies.
- 1.2 Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.

2. About cookies

- 2.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
- 2.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
- 2.3 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

3. Cookies that we use

- 3.1 We use cookies for the following purposes:
 - (a) status - we use cookies to help us to determine if you are logged into our website;
 - (b) security - we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally;
 - (c) remarketing - we sometimes use tracking pixels to assist with our marketing and delivery of online advertising. The tracking pixels we currently use are for Facebook, Twitter and Google. You can control your Facebook adverts by following the [Facebook guidelines here](#). You can opt out of [Twitter remarketing here](#). You can control your [Google remarketing preferences here](#);
 - (d) analysis - we use cookies to help us to analyse the use and performance of our website and services

4. Cookies used by our service providers

- 4.1 Our service providers use cookies and those cookies may be stored on your computer when you visit our website.
- 4.2 We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our

website. Google's privacy policy is available at:
<https://www.google.com/policies/privacy/>.

- 4.4 We use <https://www.Tawk.to> to provide an online chat option for site visitors. This service uses cookies to ensure you can navigate from page to page whilst continuing the chat and to recognize you when you return so that chat can be continued. You can view the privacy policy of this service provider at <https://www.tawk.to/privacy-policy/>

5. Managing cookies

- 5.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/kb/PH21411> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

- 5.2 Blocking all cookies will have a negative impact upon the usability of many websites.

- 5.3 If you block cookies, you will not be able to use all the features on our website.

6. Our details

- 6.1 This website is owned and operated by PWDP Ltd.
- 6.2 We are registered in England and Wales under registration number 9618765, and our registered office is at The Brambles, White Gritt, Minsterley, Shrewsbury, Shropshire, SY5 0JL.
- 6.3 Our principal place of business is at The Brambles, White Gritt, Minsterley, Shrewsbury, Shropshire, SY5 0JL.
- 6.4 You can contact us:
- (a) by post, to the postal address given above;
 - (b) using our website contact form;
 - (c) by telephone, on the contact number published on our website from time to time; or
 - (d) by email, using the email address published on our website from time to time.