

Cookie Policy

How we use Cookies

This website, in common with many others uses Cookies.

What are they?

Cookies are text files that can be placed and stored on your computer's hard drive by the Website owner / web server when you visit a website. Cookies enable users to navigate around websites, record which areas have been visited and for how long to help the browsing experience. Where appropriate they also enable us to tailor the website's content to fit the needs of visitors who have accessed the Website in the past. You can find more information about cookies at: allaboutcookies.org and youronlinechoices.eu.

Why do we use cookies?

We use cookies: to monitor and manage website traffic; if required as a matter of law or regulation, to protect our or our other customers' rights; for login purposes; to enable us to remember preferences, track visitors; and to make the browsing experience on the Website more efficient and enjoyable for the visitor. We use both our own (first party) and partner companies' (third-party) cookies to support these activities. Allowing us to create a Cookie does not allow us to access your computer or your personal data and we do not use Cookies to track your internet usage or serve targeted advertising after you leave the Website.

What Cookies do we set?

Essential Cookies

These cookies are essential for us to provide a product or service customers have requested and to provide a secure online environment. Without cookies we are unable to provide some products and services that you might request. Our essential cookies enable us to deliver:

- Customer portals such as Client Online to deliver our service to you
- Web/Live Chat

Performance Cookies - Tracking Website Performance

Google Analytics

This site uses Google Analytics which uses cookies to help us analyse how our visitors use the site e.g. how long users spend on the site, the pages users visit and the completion of online forms. This enables us to create engaging online content for our visitors.

Site improve

We use these cookies to provide us with intelligence on how customers navigate through their online journey highlighting areas that may need to be improved and thus providing a better online experience.

Ruler Analytics

Cookies from Ruler Analytics create different telephone numbers on our website pages depending on where the source of the visitor has come from. This allows us monitor and analyse the effectiveness of our online marketing spend.

Visual Website Optimiser (VWO)

These cookies allow us to test the performance of different webpages to see if one page is easier for the customer to find information and make contact with us compared to another page.

None of our cookies collect personal information from our visitors.

Can you opt out from permitting cookies?

Yes, users can set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these means that certain personalised services cannot then be provided to that user and accordingly you may not be able to take full advantage of all of the features or services available on our site. The Help function within your browser should tell you how. Alternatively, for more information about how to block cookies and/or delete them, please visit allaboutcookies.org.