RedArc Assured Limited Cookie Policy

What are cookies?

Cookies are small text files that are placed on your computer or device by websites that you visit. They are widely used in order to record some aspect of a website and to provide information to the owners of the website.

You can find more information about cookies at:

- All About Cookies (www.allaboutcookies.org)
- Your Online Choices (http://www.youronlinechoices.com/uk/) or
- About Cookies (www.aboutcookies.org).

How and why we use cookies

We use cookies to give you the best experience when you visit our website. By using cookies, we can make it easier for you to do many things, such as managing your accounts, policies, or login details, and applying for products and services. Cookies can also allow us to tailor the content of our website so we can show you services or adverts we think you may be interested in. They enable us to estimate our audience size, usage pattern, and look at customer trends on a non-individual basis.

The type of cookies we use

When you use our website the following categories of cookies may be set on your device, however as explained later in this Policy you have the ability to change your settings if you wish:

1. **First-party cookies**

These cookies are set by RedArc and can be:

- *Strictly necessary cookies* – These cookies enable you to move about the site or to receive certain requested features, such as storing language preferences or allowing you to place orders on the website; or
- *Analytics cookies* – These cookies collect statistical (aggregated and anonymous) information about the use of the website by you and other visitors. This information allows RedArc to enhance the functionality of our website.
- *Functionality* – 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.
- *Targeting* -   These cookies will collect information about your browsing habits and allow us to show you adverts we think will interest you while you are browsing our site and other sites on the internet.

2. **Third-party cookies**

In addition to our use of these applications, certain third parties may set and access cookies on your computer, and in conjunction with web beacons:

- *Strictly necessary cookies* – These cookies enable useful services, for example human verification;
- *Analytics cookies* – These cookies collect statistical (aggregated and anonymous) information about the use of our website by you and other visitors. This information allows the third party to enhance the functionality of our website.
- *Targeting* - These cookies will collect information about your browsing habits and allow the third party to show you adverts they think will interest you while you are browsing our site and other sites on the internet.

How long cookies are stored on your device

The length of time cookies are stored on your device can vary, but they generally fall into two categories:

1. **Temporary session cookies**

We use temporary session cookies on all of our secure pages to assign and store a session ID to you so that you can move uninterrupted between the areas of our site. This session ID is also used for internal reporting purposes. It is not personally identifiable to you, and this type of cookie does not leave any retrievable information on your hard drive. Most of our first-party cookies are session cookies which expire when you close your internet browser.
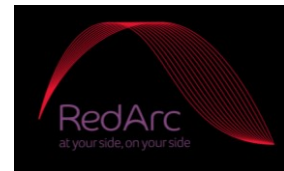
2. **Persistent cookies**

Our first-party analytics cookies and third-party cookies are persistent cookies because they are used to help us understand visitor patterns over a longer term or to provide additional functions you have requested in relation to site customisation and saved or stored content. They can be stored on your computer for 24 hours, a week, or several years, depending on the function they're helping to perform.

The cookies we use on this website

We use the cookies detailed below. Note that as explained later in this policy, you may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you visit or log on to our website:

Cookie Name	Source	Purpose	Duration Type
_ga	Google	Performance / Tracking	Persistent cookie
_gid	Google	Performance / Tracking	Persistent cookie
_gat	Google	Performance / Tracking	Persistent cookie
reCAPTCHA	Google	Protects spam and abuse	Session cookie
PHPSESSID	RedArc	Strictly Necessary	Session cookie.
Cookie_notice_accepted	RedArc	To remember when a user agrees to cookies	Session cookie.
wordfence_verifiedHuman	Wordfence	Protects the site. This is a plug in used across all sites	Session cookie.
Wfvt_XXXXXX	Wordfence	Each session, new cookies are generated	Session cookie
VISITOR_INFO1_LIVE YSC	YouTube	Allows YouTube to collect usage information for YouTube hosted videos	Persistent cookie
bcookie lang li_gc lidc	LinkedIn	To track when a visitor clicks through to our LinkedIn page	Persistent cookie

Keeping your personal information safe

Our cookies do not store personal information such as your name, address, phone number or email in a format that can be read by others. The cookies we use cannot read or search your computer, smartphone or web-enabled device to obtain information about you or your family, or read any material kept on your hard drive.

Link to sites provided by others

If you follow a link from our website to another website, please be aware that the owner of the other website will have their own privacy and cookie policies for their site. We recommend you read their policies as we are not responsible or liable for what happens at their website.

Changing your browser settings for cookies

You can adjust the settings in your web browser to determine whether sites can set cookies on your computer. If you've visited our website before, there may be previously set cookies on your computer. You can find out how to delete them by visiting the applicable browser site from the options below:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari (iOS)](#)
- [Cookie settings in Android](#)

Contact us

If you need or want to contact us, our business contact details are:

Registered office:	One Creechurch Place, London EC3A 5AF
Telephone:	01244 625180
E-mail:	enquiries@redarc.co.uk

Alternatively the contact details of our Data Protection Officer are:

Name:	Owen Davies
Address:	One Creechurch Place, London EC3A 5AF
Telephone:	020 3327 5700
E-mail:	dpo@howdengroup.com

This version of the Policy was published on the 23rd August 2021