

# Cookie Use Policy

## 1. What are cookies

- A cookie is a small piece of data or message that is sent from a website's server to your web browser and is then stored on your hard drive. They're generally used to improve your user experience by – for example – remembering what's in your online shopping basket or keeping you logged in on a website as you navigate from one page to another. Cookies can't read data off your hard drive or other cookie files, and do not damage your system.

## 2. How we use cookies

Below is a table detailing the different cookies we use and what their purpose is.

Cookie	Domain	Duration	Purpose
DYNSTRV	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	Session	Added by the website host to balance server load in order to improve the performance of the website
PHPSESSID	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	Session	Native to PHP, one of the programming languages used to create the website. Enables the storage of serialised state data.
cart_in_use	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	Cart session	Used when an item is added to the shopping cart. Keeps the item in the cart until it is removed it or the user goes to checkout.
wcp_useroptions_id	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	1 week	Stores user's choice of weather forecast location.
_ga	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	2 years	Used by Google Analytics to collect anonymous information about how visitors use our site. Helps us to improve our website.
_gid	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	24 hours	Used by Google Analytics to collect anonymous information about how visitors use our site. Helps us to improve our website.
_gat	<a href="http://hrcst.org.uk">hrcst.org.uk</a>	1 minute	Used by Google Analytics to throttle request rate.
guest_id	<a href="http://twitter.com">twitter.com</a>	2 years	Used by Twitter to enable Tweet and Follow buttons.
personalization_id	<a href="http://twitter.com">twitter.com</a>	2 years	Used by Twitter to enable Tweet and Follow buttons.

### 2.1 First party cookies

- The only first party cookies we use allow Google Analytics to monitor the performance of our website. Soon we will use cookies to store login information and remember preferences so you may want to check what these cookies are when this happens.

### 2.2 Third party cookies

- We only use essential third party cookies to process – for example – your booking registration or process a payment you have made. Without them you would simply lose information from one page to the next.
- We also use social media (e.g. Twitter, Facebook, YouTube) and their buttons to connect with/to their websites, so read their cookie use policy to check what information they're collecting on you too.

### 2.3 Email marketing

- Our email marketing (which includes some but not all communications) may be trackable at an individual level, allowing us to determine, for example, opens and link clicks. This information is generally used to help assess the effectiveness of communications so that – for example – we can send you more of what you like.

## 3. How to Control and delete cookies

### 3.1 First party

- Your web browser settings allow you to refuse any cookie or to alert you to when a cookie is being sent. They also allow you to control cookies stored on your hard drive.

### 3.2 Third party

- The above applies but as mentioned before the only third party cookies we use are essential to complete certain tasks, therefore if you disable them, the thing you're trying to do won't work. If this happens call us on 07555 785102 and we'll do what needs doing over the phone, therefore avoiding cookies altogether.

### 3.3 Email marketing

- Again these are pretty essential so if you wish to disable tracking then please unsubscribe from our mailing list. This can be done by either unsubscribing at the bottom of your most recent email sent from us, or by calling us on 07555 785102, but please note, unsubscribing from ANY HRCST communication will prevent any future communications being sent to that email address.

PLEASE READ THIS COOKIE USE POLICY IN CONJUNCTION WITH OUR WEBSITE'S [PRIVACY STATEMENT](#) AND [TERMS AND CONDITIONS](#).