

## Cookie Policy

Our cookie policy aims to help you understand what cookies are, what they do, the different types there are, how to disable them, and more importantly how they are used whilst you are visiting our site. Below is a summary of our cookie use followed by more expanded information.

### 1. Summary of our cookie use

The main first-party cookie use on our site is through session cookies and Google Analytics. Session cookies allow our host provider to keep track of the server being used to display our site to you and prevents extended load times as you navigate from page to page. We use Google Analytics through our site to monitor visitors and their activity. This allows us to see how our site performs, to make changes, and improve the site experience for our customers. All data remains in Google Analytics and is only viewed by internal personnel, not extracted or shared.

Other cookies from our site are third-party generated cookies. These come from social media sites (Twitter, Facebook, LinkedIn and Google+), from our videos on YouTube, and from the Chat facility on our site that is powered by Pure Chat. In the case of social media and the chat facilities you need to click on the specific links before any cookie is created. See the "Cookies used on our Site" section for more information.

No cookies are used within our site to capture, store or share personal data. We do not use external advertising within our website. So, you will not see any targeted advertising that uses cookies and your previous browsing history.

### 2. What is a cookie?

A cookie is a small text file that is placed onto your computer, tablet or mobile device by websites when you visit them. Cookies can do a range of things to personalise and improve your browsing experience but are also used to monitor websites and the pages contained. However, cookies also play an important role and without them using the web would be a much more frustrating experience.

### 3. Common terminology

Here are some common terms that will help you understand how cookies work, and to identify the different types you might expect to find on websites.

**Device** - Your computer, laptop, tablet, smart phone, smart tv or any other electronic item that can use a browser to access a website.

**Browser** - The software that you use to view website pages on the device that you use. Examples of commonly used website browsers are Internet Explorer, Safari, Chrome and Firefox. Sometime the device that you use will determine the browser.

**Session cookies** - These cookies are placed onto your device for the duration of your visit to a website, they expire after you leave.

**Persistent cookies** - These cookies are placed onto your device and remain in place for a while after you leave a website. These can make your visit to a site more convenient, such as remembering your saved passwords or items you've added to a shopping basket for next time. These can last for 1 day, 30 days, years or permanently, depending on the site and what the cookie aims to do.

**First-party cookies** - These cookies are placed onto your device from a site's web domain or sub-domain when you visit. An example of a first-party cookie would be one sent from [www.recoupwwhrs.co.uk](http://www.recoupwwhrs.co.uk). Cookies sent from [www.example.recoupwwhrs.co.uk](http://www.example.recoupwwhrs.co.uk) are also regarded as first-party, as it is a sub-domain of [www.recoupwwhrs.co.uk](http://www.recoupwwhrs.co.uk).

**Third party cookies** - These cookies are sent from a website that is different to the one you are visiting. For example, by watching one of our You Tube videos via our website cookies may be created by YouTube and sent to your device via our site. These cookies are considered third party cookies another location creates them.

More detailed information about cookies can be found on [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 4. What can cookies be used for?

### a) Functional Cookies

Functional cookies are essential to the running of websites and their services. They are used to remember your preferences on the website and to provide enhanced, more personal features. The information collected by these cookies is usually anonymised, so they will not identify you personally. Functional cookies do not track your internet usage or gather information which could be used for selling advertising, but they do help with serving advertising. These cookies are usually session cookies which will expire when you close your browsing session.

### b) Essential or 'Strictly Necessary' Cookies

These cookies are essential for the websites and their services. Without these cookies, parts of a website would not function. These cookies do not track where you have been on the internet, do not remember preferences beyond your current visit and do not gather information about you that could be used for marketing purposes. These cookies are usually session cookies which will expire when you close your browsing session.

### c) Analytical and Measurement Cookies

Analytical performance cookies are used to monitor the performance of services, for example, to determine the number of pageviews and the number of unique users a website has. These web analytics services may be designed and operated by third parties. The information provided by these cookies allows patterns of user behaviour to be analysed and that information used to enhance user experience or identify areas of the website which may require maintenance. The information is anonymous, it cannot be used to identify you and does not contain personal information such as your name and email address, and it is only used for statistical purposes

### d) Targeting or 'Behavioural Advertising' Cookies

These cookies, which may be placed on your device by a site or third-party service providers, remember that you have visited a website and use that information to provide you with content or advertising which is tailored to your interests. This is often called online behavioural advertising (OBA) and is done by grouping together shared interests based upon web browsing history. Your web browsing history can be used to infer things about you (e.g. your age, gender etc.), and this information may also be used to make advertising on websites more relevant to you. Without these cookies, content and advertisements you encounter may be less relevant to you and your interests.

## 5. Cookies used on our Site

### a) First-party cookies

Cookie Name	DYNSRV and ADMINDYNSRV
Cookie Type	Strictly necessary
Duration	Session cookies - until you close your browser
Description	Allows our host provider to keep track of the server being used to display our site to you, prevents extended load times as you navigate, and remembers information about the data you have entered. This cookie does not identify you personally and is not linked to any other information about you.

Cookie Name	cook-note_
Cookie Type	Essential
Duration	6 months
Description	This cookie is set upon acknowledgment that our website uses cookies. It prevents the pop-up notification that advises of this.

Cookie Name	_ga
Cookie Type	Google Analytics
Duration	2 years
Description	Used to distinguish users

Cookie Name	_gid
Cookie Type	Google Analytics
Duration	24 hours
Description	Used to distinguish users

Cookie Name	_gat
Cookie Type	Google Analytics
Duration	1 minute
Description	Used to throttle request rate.

We use Google Analytics through our site to monitor visitors and their activity. This allows us to see how our site performs, to make changes, and improve the site experience for our customers. All data remains in Google Analytics and is only viewed by internal personnel, not extracted or shared

Google Analytics collects information about:

- the pages you visit
- how long you spend on pages
- how you got to the site
- what you click on whilst on the site
- Where you visit came from
- Some information may also be provided on the type of device you are using and the service provider

For further information on Google Analytics cookies, please visit [Google Analytics Cookie Usage on Websites](#) or view the [Google Privacy Policy](#).

## b) Third-party cookies

**YouTube Videos** - We host our videos on YouTube and have embedded them into pages on our website. Cookies generated by these videos from YouTube will appear when you are on our site. They will mainly note viewings of our videos but may store this information as part of your browsing history for your future recommendations. [Visit YouTube Help](#) for more information.

**Social media** - Other third-party cookies on our site come from social media connections. Specifically, if you click a button or link and visit our profile on their sites, or when you share any of our news stories through

your own profile. Typically, these actions take you away from our main site and onto theirs or opens the site in a new browser tab. See the links to policy information below for more details.

[Twitter](#)

[Facebook](#)

[LinkedIn](#)

[Google](#)

**Online chat** – We use an integrated online chat facility powered by Pure Chat. If you use this facility, then cookies may be added to your browser by Pure Chat. These assist in reidentifying you if you revisit and start a new chat subject with us. The information communicated is recorded but no personal data is collected unless you input your details into the Pure Chat system and become a member. See [Pure Chat's policies](#) for more information.

NB: Please be aware that the above links are to third party websites and Recoup Energy Solutions Ltd does not accept any liability for the instructions given on these sites.

## 6. How can you manage or opt out of cookies?

If you would prefer to opt out of cookies, it is possible to control cookies by following the steps below. However, please be aware that you might lose some features and functionality of the website if you do so.

Cookies, including any which have already been set, can be deleted from your hard drive. You can also change the preferences/settings in your web browser to control cookies. Some internet browsers have a 'Do Not Track' setting; this sends a signal to websites asking them not to track your browsing. The following links may be helpful:

[Firefox Settings](#)

[Safari Settings](#)

[Internet Explorer Settings](#)

[Chrome Settings](#)

In some cases, you can choose to accept cookies from the primary site but block them from third parties. In others, you can block cookies from specific advertisers, or clear out all cookies. Be aware that deleting or blocking cookies may reduce functionality of the site.

NB: Please be aware that the above links are to third party websites and Recoup Energy Solutions Ltd does not accept any liability for the instructions given on these sites.