

Our Cookie Policy

Our cookies are here to help

Cookies are little files that all websites put on our hard drives to help make our visits quicker, easier and more relevant to us. Some cookies are essential for websites to work and others remember things about you to give you a better and more enjoyable experience online. Read a bit more about the different types of cookies and what they do for you below.

Essential cookies

Without these cookies, our website won't work properly. They help you move around the secure areas of the website and do things you've specifically come to the website for, like shopping or billing.

What they do:

- Remember things like products you put in your basket and information you enter in forms. Without these cookies, this information would be lost every time you go to a new page.
- If you're signed in to a secure area on our site these cookies recognise that you have already signed in. Without them, you'd need to sign in each time you go to a new page.

These are our essential cookies: PHP based using Wordpress Framework

We'll always keep this list as up to date as possible.

Cookies for website info

These cookies collect anonymous information about how visitors use our website, like the most popular pages and any error pages you see. We use this aggregated information to improve our website - it never identifies individual users.

What they do:

- Give us an overall picture of how people use our website by telling us things like the number of visitors to each page and what people do on the page, like which links they click on.

These are our cookies for website info:

- Google Analytics
- We'll always keep this list as up to date as possible.

Cookies that save your settings

When you fill in a form with your name or other details, these cookies remember that, so you don't have to type it in each time you come back. They also remember changes to text size and font and other things you can customise.

What they do:

- Remember any settings you've applied, such as layout, text size, preferences and colours
- Remember if we've already asked you if you want to fill in a survey so that we don't keep asking you
- Allow us to offer you live chat sessions to offer you help or support
- They show you when you're logged in to the website
- They can be used to share information with any partners who provide a service on our website. The information shared is only used to provide the service, product or function and not for any other purpose

These are our cookies that save your settings:

- Online Helpdesk
- Online Documentation System
- eSignature
- Our Live Engagement and Webchats

We'll always keep this list as up to date as possible.

Cookies for targeting

When you visit the website, these cookies recognise which parts of the website are interesting to you and to show you the pages and adverts we think you'll like. You can control whether or not these cookies are used but preventing them may stop us from offering you some services. Some of these cookies are managed by third parties, and you may alternatively use the third parties' own tools to prevent these cookies.

What they do:

- Allow us to deliver content and marketing communications tailored to your interests based on information from your visit.

These are the cookies we use for 'targeting':

- 3CX call tacking
- Customer survey
- Google Analytics Cookies for adverts

These cookies are used to show you adverts relevant to you and your interests. They are also used to limit the number of times you see an advert, as well as help measure the effectiveness of advertising campaigns. They remember that you have visited a website and this information is shared with other organisations such as advertisers.

What they do:

- These cookies collect information about your browsing habits to make advertising relevant to you and your interests.

These are our cookies for adverts:

- Google Remarketing
- Google Analytics Advertising Features

We'll always keep this list as up to date as possible.

Find out more about cookies

[Information Commissioner's Office](#)

[Helpful info from Google about cookies](#)

[Simple information about cookies](#)

[Detailed information about cookies](#)

[Opt out of google analytics add-on](#)