



## COOKIE POLICY

[www.costcuttersuk.com/](http://www.costcuttersuk.com/)

### ABOUT COOKIES:

Cookies are little data files that are placed onto the hardware device which you use to browse the internet (e.g. your Computer, Smartphone or Tablet, your “device”) by websites that you visit. Cookies contain information about your visits to that website and the purpose of cookies is to enable our websites to remember you, and your browsing habits, when you visit it again in the future.

### COOKIE USAGE:

Cookies perform many different functions, from remembering that you are logged in during visits to what user preferences you may have selected. They also help us to identify which of our web pages are the most popular and what type of journey a visitor has through our site.

Cookies help us plan the content and layout of our site and recognise returning visitors that have been to our site before. They therefore play an important role in helping us to enhance the usability and performance of our site to improve your visits.

In order to help us understand how many visitors we have, which pages are visited, and to help us develop future improvements to our site, reporting and analysis is carried out using Google Analytics who will place cookies on your device. For more information on Google cookies we recommend you visit the Google website at <http://www.google.com/policies/privacy/ads/> which outlines Google’s privacy policy.

Types of cookie that may be used during your visit to our website consist of:

- Session cookies
- Session and permanent cookies
- Anonymous permanent cookies
- Cookie to individually identify users who have logged in
- Third party cookies
- First party cookies

### WHAT COOKIES ARE USED BY THIS WEBSITE?

#### **NOTE:**

None of the cookies set by this site jeopardise your privacy in any way and no personal data is collected!

Name of Cookie	Purpose
Session cookie	Session cookies enable our website to keep track of your movement from page to page so you don't get asked for the same information you've already given to the site. These cookies allow you to proceed through the pages of our site quickly and easily without having to authenticate or reprocess each new area you visit. They are automatically deleted when you close your web browser
Session and permanent cookies (also called persistent cookies)	These help our website remember your preferences and settings when you visit again in the future. They therefore speed up and enhance your experience of services or functions offered. For these cookies to work, they are stored on your device and are not deleted when the browser is closed.
Anonymous permanent cookies	These identify repeat visitors, and are used to gather web statistics. They do not collect any personally identifiable information.
Login cookie	To individually identify users who have logged in, so that they can purchase their tickets.
Third party cookies	These are placed by another company (domain) and are used to help us track visitor behaviour and revenue in order for us to measure the performance of our website.
First party cookies (cookies set by the website)	Used when a customer performs a ticket search, manages email subscriptions, or buys a ticket. When a user logs into their account this cookie is set to manage their logged in session.  This cookie is deleted from the device when the browser is closed. And also this cookie is used to remember the last station you loaded on the station dropdowns on rail sites so that when you come back to the site it presents this station as pre-selected.



**First-Party Cookies:**

- These are cookies set by ourselves or the software running on our website. Some of these are to gain insight into how visitors arrive at our site, and which pages they view, to help us monitor and improve the service. Others are essential for operation of certain parts of the website and may only last for the duration of your browser session.
- We have listed our first-party cookies below, along with their purpose and expiry period.

Name of Cookie	Name of Provider	1 <sup>st</sup> / 3 <sup>rd</sup> Party	Expires	Purpose
_utma	Google Analytics	1st	2 Years	The Visitor Identifier - contains a unique and anonymous identifying ID, which allows us to ensure that subsequent visits to our website are recorded as belonging to the same (unique) visitor. This cookie expires after two years. Google Analytics cookies do not record personal information. We use Google Analytics to help provide us data about the way our customers use our websites to improve your experience.
_utmb	Google Analytics	1st	30 Minutes	30 Minute session identifier - used to establish and continue a unique user session. Each time you request another page from the website the cookie is updated to expire after 30minutes. Google Analytics cookies do not record personal information. We use Google Analytics to help provide us data about the way our customers use our websites to improve your experience.
__utmc: works with _utmb	Google Analytics	1st	When you close your browser	On Exit session identifier - to determine when to create a new session for a website visitor. This is a session cookie and expires when you exit the browser. Google Analytics cookies do not record personal information. We use Google Analytics to help provide us data about the way our customers use our websites to improve your experience.
_utmz	Google Analytics	1st	6 Months	Visitor segmentation - tracks how you found us and is used to calculate traffic and navigation within the website. It is updated with every new page view and expires after 6 months. Google Analytics cookies do not record personal information. We use Google Analytics to help provide us data about the way our customers use our websites to improve your experience.
source cookie	Google Adwords (conversion tracking)	1st	30 Days	AdWords cookies expire 30 days after a customer's clicks on an Adwords advert. This cookie helps us understand relevant related websites. This cookie contains no user-specific details or information. This is a cookie from Google that helps us to understand how customers are purchasing from our website. This information helps us understand what is working more successfully for us in terms of sponsored advertising on search engines, website structures, promotions and other key identifiers. The cookie does not contain any personal information about our customers.
ASP.NET_SessionId	Microsoft	1st	When you close your browser	Used to preserve the context of your visit and to know whether you have logged in so you do not have to re-enter this information on every page you visit.

**Third-Party Cookies:**

- Some of the functionality of the site uses third-party plug-in, for example social media buttons (Facebook, Twitter etc.), or Google Maps. These may use cookies created by such a third-party service and although we have chosen to integrate the services with our website, we do not have control over the cookies set by these services.
- We use these services as a convenience to our visitors and on the basis that the providing party adheres to their privacy and/or data use policies.
- Because they are outside our control, the detail of these cookies may change. The actual cookies may also vary depending whether you are logged into those social media sites when browsing our website.

Name of Cookie	Name of Provider	1 <sup>st</sup> / 3 <sup>rd</sup> Party	Expires	Purpose
FB_templateDataResponse	Facebook	3rd	Available for the duration of your active "session" within the browser.	Facebook 'Like' Button - Helps us market our business using the Facebook Social Network & We use this on our website to let people easily promote content to their friends. We use it on the basis that Facebook adheres to its privacy policy.



pid, _twitter_sess, k, guest_id, original_referer	Twitter	3rd	Available for the duration of your active "session" within the browser.	Twitter 'Tweet' Button - Helps us market our business using Twitter. We use this on our website to let people easily promote content to their friends. We use it on the basis that Twitter adheres to its privacy policy.
khcookie, NID, SNID, PREF	Google Maps	3rd	Available for the duration of your active "session" within the browser.	We may use Google Maps on our Contact Us page – to provide detailed information on how to locate our office. We use it on the basis that Google adheres to its privacy policy. Google cookies do not record personal information.
BEAT, ULS	Google +1 Button	3rd	Beat (expires after 1 day & ULS session cookie expires after 30 minutes)	Google '+1' Button - Helps us market and promote our business using Google's services & allows visitors to use the "+1" button to recommend our website to their contacts. We use it on the basis that Google adheres to its privacy policy. Google cookies do not record personal information.
bcookie, visit, leoauth_token, JSESSIONID, lang, IN_HASH, _lipt, sl, s_leo_auth_token	LinkedIn	3rd	bcookie, visit, leoauth_token (persistent cookie) & JSESSIONID, lang, IN_HASH, _lipt, sl, s_leo_auth_token (session cookie expires after 30 minutes)	LinkedIn 'Share' and 'Follow' - Helps us market our business using LinkedIn. It works by detecting whether you are logged in to LinkedIn when you visit our website, and uses this information to present appropriately-worded Follow and Share messages with various other details from LinkedIn. We use it on the basis that LinkedIn adheres to its privacy policy.
VISITOR_INFO1_LIVE, use_hitbox, and PREF & In cases 'GEO cookie'	You Tube (Google)	3rd	Available for the duration of your active "session" within the browser.	We may use YouTube to host video content - We use the YouTube service as a convenience for our visitors. We use it on the basis that Google adheres to its privacy policy. Google cookies do not record personal information.
two Flash LSO objects from s.ytimg.com	You Tube (Google)	3rd	Available for the duration of your active "session" within the browser.	We may periodically use the YouTube service to host video content, and embed YouTube's player in our web pages to allow you to watch the video without leaving our website. We have no direct control over YouTube's use of the data stored in this object. Google cookies do not record personal information.
"Apache", random session cookie,	PayPal	3rd	Apache (persistent cookie - expires in '30 years') & second cookie is a session cookie expires after 30 minutes and is given a random name	Online invoice payment facility - We use PayPal as a convenience for our visitors and we use it on the basis that PayPal adheres to its Privacy Policy
Other Cookies	Other Cookies	n/a	n/a	We occasionally trial other services which may create cookies on your computer. If we are currently doing so then these trials will be listed here

**OUR USE OF YOUR INFORMATION:**

Information stored or collected regarding you helps us improve and offer services you need. The following list contains how we might use your data:

- Any request you make of our site or personnel allows us to use information you provided us with, relating to the products or services we have. We may also send information on products or services you may be interested in, as long as consent has been received.
- Changes or Improvements made to the site can warrant use of your information, with regard to notification of such changes.
- An existing customer may be contacted regarding products and services related to any item of previous sale you made on our site.
- We may use data or allow third parties to use information that is not related to goods or services you may be interested in. We or third parties contact you only if consent has been provided by you at anytime, based on information we collected.
- Any new customer can only be contacted by us or third parties if consent has been offered via our site. We only send communications you have consented to.
- Anyone who does not wish to give consent for our site or third party use has the opportunity to decline. Once we receive your withhold for consent we will remove your details from any mailings or third party communications.
- None of the information collected about you will offer identifiable characteristics. Information shared to a third party is statistical only. We will not reveal who you are, only mathematical information about our visitors.

**Please also be aware** that disabling cookies will reduce your ability to shop online with costcuttersuk.com we use cookies to process products in your basket and orders. Disabling your cookies will mean you cannot purchase through our website. This would also be a common experience of reduced functionality across many websites. For more information please visit; <http://www.aboutcookies.org>

Recent legislation from the European Union has meant that websites must provide clear information about their use of cookies to their customers, something we at costcutters fully support. We want to ensure that you, as our valued customer, are fully aware of the use of cookies on our website, and we are proud of our reputation as a leading education supplier that you can trust.