


POLICY DOCUMENT

COOKIES POLICY

Name of Policy	Date Effective	Review Date	Signature
Cookies	5 September 2022	5 September 2023	

BACKGROUND:

This website www.fwsolutions.net ("Our Site") uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

"Cookie"	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation ("GDPR");
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by EU Regulation 2016/679 General Data Protection Regulation ("GDPR"); and
"We/Us/Our"	means FW Solutions, a limited company registered in England under company number 06765022, whose registered address is Windsor House, Cornwall Rd, Harrogate, HG1 2PW and whose main trading address is the same.

2. Information About Us

Our Website is owned and operated by Wonder Media, a limited company registered in England under company number 06489006, whose registered address is Bridge House, 1-2 Station Bridge, Harrogate, HG1 1SS

- 2.1 Our VAT number is 287711570
 - 2.2 Our Data Protection Officer is Rebecca Warden and can be contacted by email at r.warden@fwsolutions.net by telephone on 07713 566229 or by post at Windsor House, Cornwall Road, Harrogate, HG1 2PW.
 - 2.3 We are regulated by OFSTED and the ESFA
 - 2.4 We are a member of AELP and WYLP and we are Cyber Essentials Plus Certified.
3. **How Does Our Site Use Cookies?**
- 3.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our services.
 - 3.2 All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:
 - 3.2.1 **Strictly Necessary Cookies**

A Cookie falls into this category if it is essential to the operation of Our Site, supporting functions such as logging in, your shopping basket, and payment transactions.
 - 3.2.2 **Analytics Cookies**

It is important for Us to understand how you use Our Site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping Us to improve Our Site and your experience of it.
 - 3.2.3 **Functionality Cookies**

Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.
 - 3.2.4 **Targeting Cookies**

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests.
 - 3.2.5 **Persistent Cookies**

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.
 - 3.2.6 **Session Cookies**

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser.

Session Cookies are deleted when you close your browser.

4. Analytics

Our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

- 4.1 The analytics service used by Our Site uses analytics Cookies to gather the required information.

5. Consent and Control

5.1 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

5.2 The links below provide instructions on how to control Cookies in all mainstream browsers:

5.2.1 Google Chrome:

<https://support.google.com/chrome/answer/95647?hl=en-GB>

5.2.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>

5.2.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)

5.2.4 Safari (macOS):

https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB

5.2.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>

5.2.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>

5.2.7 Android:

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

6. Changes to this Cookie Policy

6.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.

6.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail

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unless it is expressly stated otherwise.

7. **Further Information**

- 7.1 For more information about the types of information we gather please see our Privacy Policy.

8. **Policy Review**

- 8.1 Overall responsibility for this Cookies Policy within FW Solutions Ltd and the implementation thereof lies with Lesley Rimmington, Quality Director.
- 8.2 This policy will be reviewed annually by Lesley Rimmington, Quality Director, Rebecca Warden, Business Development Director and Janet Williams, Office Manager.
- 8.3 This Cookies Policy is Version 15 and was amended and adopted on 05/09/2022.
- 8.4 This Cookies Policy is due to be reviewed on 05/09/2023.