



COOKIES POLICY

This Cookies Policy applies to the Realm Protection Website. When you use our websites, mobile sites, mobile applications or applications on any other devices, information may be collected through the use of cookies and similar technologies we explain in this Policy how and why we use them and should be read in conjunction with our [Privacy Policy](#).

By using our website, digital products and/or services, you agree to our use of cookies as described in this Cookie Policy and as indicated in your banner preferences.

What are Cookies?

Cookies are very useful for websites and do lots of different jobs which help to make your experience on our Site as smooth as possible. For example, they let you move between web pages efficiently, remembering your preferences, and generally improving your experience. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site, so that it keeps on meeting your needs. Cookies are small text files which are downloaded to your computer or mobile device when you visit a website or application. Your web browser (such as Internet Explorer, Mozilla Firefox or Google Chrome) then sends these cookies back to the website or application on each subsequent visit so that they can recognise you and remember things like personalised details or user preferences.

There are various types of cookies referred to as **session** or **persistent** cookies, depending on how long they are used:

- Session cookies only last for your online session and disappear from your computer or device when you close your browser.
- Persistent cookies stay on your computer or device after the browser has been closed and last for the period of time specified in the cookie. These persistent cookies are activated each time you visit the site where the cookie was generated.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. Cookies do not contain any information that personally identifies you, does not give us access to your computer etc. Certain features of our site depend upon cookies to function and are deemed, within the law, to be strictly necessary i.e. they are essential to make our website work. You will not be asked for your consent to place these Cookies, however you may disable the Cookies via your browser settings, please note that this may affect your website experience and not all aspects of the site will work if you disable them.

Which Cookies do we use and why?

We want you to understand the different types of cookies that are used on our platforms. We use a variety of types of Cookies for the following purposes:

- **Strictly Necessary Cookies:** these cookies are essential in order to enable a user to move around our platforms. These apps ensure that the basic functions of the website work.
 - **User input cookies:** these first party user input session cookies are typically used to keep track of your inputs when completing online forms etc and to track your quote selections (e.g. where you have inputted certain information when filling out a quote form so you don't have to fill it out again if you come back to our website at a later date)
 - **Security cookies:** we use these to increase the security of our website's. cookies used to detect repeated failed login attempts or other forms of suspicious activity.
 - **Fraud detection cookies:** which help us to identify suspicious behaviour on our website.

- **Load balancing session cookies:** these cookies are used to spread out the number of web server request we receive e.g. so that if there are periods of high demand the website does not crash.
- **Multimedia player cookies:** which store technical data that improves the quality of the website resolution and also allow videos or audio content on the site to play.
- **Performance/Analytics Cookies:** these help us to better understand how you use our sites e.g. how often certain pages of the site are visited and which ones most frequently have error issues or issues loading. This means we can generate statistics to understand how our website is performing and what areas we need to improve.
- **Functionality Cookies:** we use these cookies to remember choices users make (such as username) and provide enhanced, more personal features. They can also be used to remember if you have been to our website before and your preferences.
- **Targeting/Advertising Cookies:** these cookies are deployed by advertising businesses for the purposes of managing the performance of adverts and offers, displaying adverts, and/or building user profiles to determine the display of adverts elsewhere. They may be used to limit the number of times you sees an advertisement or to provide adverts that you are more likely to be interested in.

Our Site also uses third-party cookies to collect anonymous traffic data about your use of our site. On some pages of our websites you may notice that cookies have been set that are not related to us or our authorised service providers. These anonymous cookies may be set by that third party to track the success of their application or to customise their application to you. For example. Google Analytics collects information such as pages you visit on our site, the browser and operating system you use and time spent visiting pages.

You can find more information about the specific Cookies we use and the purposes for which we use them below:

Session Cookies

Cookie Name	Purpose	Expires
JSESSIONID	we use JSESSIONID on our website to recognize a computer when a user visits the website	Session
cb-enabled	This cookie is used to determine if the visitor has accepted the cookie consent box.	1 Year
Ss via .tawk.to	Necessary for the functionality of the website's chat-box function.	Session
tet_status	Display the popup in the home page	1 Day
TawkConnectionTime	Allows the website to recognise the visitor, in order to optimize the chat-box functionality.	Session

Statistical Cookies

Cookie Name	Purpose	Expires
_at.hist.#	Used by the social sharing platform AddThis to store the user's usage history of the AddThis sharing widget	Persistent
_ga	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 Years
_gat	Used by Google Analytics to throttle the request rate	1 Day

_gid	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 Day
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Marketing Cookies

The following third parties may also use cookies and include, for example, advertising networks and providers of external services like web traffic analysis services. These third party cookies are likely to be performance cookies or advertising cookies:

Cookie Name	Purpose	Expires
_atuvc	Updates the counter of a website's social sharing features.	13 Months
__atuvs	Ensures that the updated counter is displayed to the user if a page is shared with the social sharing service, AddThis.	1 Day
_at.cww	Used by the social sharing platform AddThis	Persistent
at-ljjson-cache-#	Used by the social sharing platform AddThis	Persistent
at-rand	Used by the social sharing platform AddThis	Persistent
loc	Geolocation tool, which is used to help providers to determine how users who share information with each other are geographically located (state/county level).	13 Months
uvc	Detects how often the social sharing service, AddThis, encounters the same user.	13 Months
xtc	Registers the user's sharing of content via social media.	13 Months

How to control your cookies

There are various ways that you can control and manage your cookies which are discussed in a bit more detail below. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Most browsers will allow you to:

- See what cookies you've got and delete them on an individual basis.
- Block third party cookies.
- Block cookies from particular sites.
- Block all cookies from being set.
- Delete all cookies when you close your browser.

Please remember that any settings you change will not just affect Cookie used on this Site. These changes will apply to all websites that you visit (unless you choose to block cookies from particular sites). You should be aware that any preferences will be lost if you delete cookies (which also includes where you have opted out from cookies, as this requires an opt-out cookie to be set). Also, if you block cookies completely, many websites will not work properly and some functionality on these websites will not work at all. The links below take you to the 'Help' sections for each of the major browsers so that you can find out more about how to manage your cookies.

Internet Explorer: <https://privacy.microsoft.com/en-us/privacystatement> (opens in a new window)

Firefox: <http://support.mozilla.org/en-US/kb/Cookies> (opens in a new window)

Google Chrome: <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647> (opens in a new window)

Safari: <https://www.apple.com/privacy/> (opens in a new window)

Safari iOS: <https://support.apple.com/en-us/HT201265> (opens in a new window)

Android: <http://support.google.com/chrome/answer/2392971?hl=en-GB> (opens in a new window)

Windows Phone: <http://www.microsoft.com/windowsphone/en-us/howto/wp7/web/changing-privacy-and-other-browser-settings.aspx> (opens in a new window)

Changes to this Cookies Policy

This Cookies Policy was published on 1 November 2021. We may change this Policy from time to time. If there are material updates which affect your rights or substantively alter how we process your personal information we will notify you of these changes via our website or other means of contact such as email.

How to contact us

If you have any questions relating to our use of Cookies, please email us at info@realmprotection.co.uk or use our enquiry form in the contact us section of the website.

Do you need extra help?

If you would like this notice in another format (for example audio, large print, braille) please contact us (see 'How to contact us' above).