

## **Cookie policy**

This Cookie Policy explains how Home-Start Suffolk ("**Company**," "**we**," "**us**," and "**our**") uses cookies to recognise you when you visit our website at <https://www.homestartinsuffolk.org> ("**Website**"). It explains what these technologies are and why we use them, as well as your rights to control our use of them.

In some cases we may use cookies to collect personal information, or that becomes personal information if we combine it with other information.

### **What are cookies?**

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

There are two main types of cookies used by web servers. They are persistent and session cookies. Persistent cookies remain on your computer system and expire at a date in the future unless they are updated or deleted from your system. They are used to retain information about preferences. The second type of cookie is a session cookie which remains on the computer system until the browser is closed.

Cookies set by the website owner (in this case, Home-Start Suffolk) are called "first-party cookies." Cookies set by parties other than the website owner are called "third-party cookies." Third-party cookies enable third-party features or functionality to be provided on or through the website (e.g., advertising, interactive content, and analytics). The parties that set these third-party cookies can recognize your computer both when it visits the website in question and also when it visits certain other websites.

### **Why do we use cookies?**

We use first and third-party cookies for several reasons. Some cookies are required for technical reasons in order for our Website to operate, and we refer to these as "essential" or "strictly necessary" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our Online Properties. Third parties serve cookies through our Website for advertising, analytics, and other purposes. This is described in more detail below.

### **The cookies we use**

WordPress

The Website is built with WordPress which uses a number of plugin applications. Some of these applications use cookies and some of them are persistent and remember choices you have made on the Website. Others are session cookies which expire on exit from the browser.

**Last updated: July 2025**

## Cookie consent manager

This is used for you to accept or reject the use of cookies on our Website. This uses cookies to remember your choice of consent for when you return to our Website.

## Google Analytics

These cookies collect information about how visitors use our Website, for instance which pages visitors go to most often, if they get error messages from web pages, what searches they may have done on the Website and which internet browsers are being used. These cookies do not collect personally identifiable information. All information these cookies collect is aggregated and therefore anonymous.

## Mailchimp

Mailchimp is used for our marketing communications and therefore there are integrations across our Website. These cookies are used to remember if a user has already subscribed to our newsletter and prevents our pop-ups from showing repeatedly. Mailchimp may also use third-party cookies for analytics and advertising purposes.

## **How can I control cookies?**

You have the right to decide whether to accept or reject cookies. You can exercise your cookie rights by setting your preferences in the Cookie Consent Manager. The Cookie Consent Manager allows you to select which categories of cookies you accept or reject. Essential cookies cannot be rejected as they are strictly necessary to provide you with services.

If you choose to reject cookies, you may still use our Website though your access to some functionality and areas of our Website may be restricted. You may also set or amend your web browser controls to accept or refuse cookies.

## **How often will you update this Cookie Policy?**

We may update this Cookie Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal, or regulatory reasons. Please therefore revisit this Cookie Policy regularly to stay informed about our use of cookies and related technologies.

The date at the top of this Cookie Policy indicates when it was last updated.

## **How to Contact Us**

If you have any questions about our use of cookies, please contact us:

Telephone: 01473 621104

Email: [headoffice@homestartinsuffolk.org](mailto:headoffice@homestartinsuffolk.org)

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Post: 8a The Square, Martlesham Heath Ipswich IP5 3SL

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