

COOKIE NOTICE

To make full use of the personalised features of our website, your computer, tablet or mobile phone needs to accept Cookies, as we can only provide you with certain personalised features of our Website by using Cookies.

We use cookies for the following reasons:

- (i) To estimate our audience size and patterns;
- (ii) To ensure that you are not asked to register twice;
- (iii) To track navigation around our website in order to improve its usability.

Cookies are small text files containing information sent by a web server to a web browser, and stored on your computer, tablet or mobile phone when you visit certain web pages. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

“Session cookies” keep track of you while you navigate our website and will be deleted from your computer when you close your browser. “Persistent cookies” enable our website to recognise you when you visit, and they remain stored on your computer until deleted, or until they reach a specified expiry date. We use both “session” and “persistent” cookies on our Website. Find out more about cookies here: <https://www.aboutcookies.org/>

We use Google Analytics to analyse the use of our Website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated is used to create reports about the use of our website. Find out more here: <http://www.google.co.uk/intl/en/policies/privacy/>. You will have to select “Analytics Cookies” from our Cookie Settings Pop-up.

Cookies do not store sensitive information (for example; your name, address or payment details); they simply hold the 'key' which, once you have logged in to a Website, is associated with this information. However, if you prefer to restrict, block or delete Cookies from our website, or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser (or your mobile phone's manual) to learn how to change your Cookie preferences. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just

third-party cookies. Blocking all cookies can have a negative impact upon the usability of many websites, including our website.

THIRD PARTY COOKIES

When you visit Knowes Housing Association you may encounter some Cookies that are not related to our website or company. If you go on to a web page that contains embedded content, for example from YouTube or Google Maps, you may be sent Cookies from these websites. If you 'share' our website content with friends through social networks – such as Facebook and Twitter - you may be sent Cookies from these websites. As we have no control over these Cookies, we recommend you check the third-party websites for more information about their Cookies and how to manage them. You will have to select “You Tube/Video/Google Maps Cookies” from our Cookie Settings Pop-up.

To learn more about the Cookies on your device set by other companies, and opt out of them if you wish, please see the Network Advertising Initiative website. Find out more here: www.networkadvertising.org/choices/

Here is a list of the main Cookies used by Knowes Housing Association, and what they are used for:

Name of Cookie	Purpose of Cookie	More Information
Consent	Used to detect if the visitor has accepted the marketing category in the cookie banner. This cookie is necessary for UK GDPR compliance on the website	Necessary cookie which expires after 2 years
PHPSESSID	Preserves user session state across page requests	Necessary, which expires after the session has concluded

_ga	Registers a unique ID that is used to generate statistical data on how the visitor uses the website	Statistical, which expires after 2 years
_gat	Used by Google Analytics to throttle request rate	Statistical, which expires after 1 day
_gid	Registers a unique ID that is used to generate statistical data on how the visitor uses the website	Statistical, which expires after 1 day
NID	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.	Marketing, which expires after 6 months