

# Cookie Policy



## Introduction

Please read this cookie policy carefully as it contains important information on how we use cookies on our website. This policy should be read together with our Privacy Policy which sets out how and why we collect, store, use and share personal information generally, as well as your rights in relation to your personal information and details of how to contact us and supervisory authorities if you have a complaint.

This website is operated by **Direct Mediation Services**, the trading name of **The Intelligent Solutions Group Ltd** ('we', 'us', 'our'). We are an organisation that provide family mediation services.

## Our website

This cookie policy relates to your use of our website, [www.directmediationservices.co.uk](http://www.directmediationservices.co.uk)

Throughout our website we may link to other websites owned and operated by certain trusted third parties to make additional similar services and assistance available to you. These other third-party websites may also use cookies or similar technologies in accordance with their own separate policies. For privacy information relating to these other third-party websites, please consult their policies as appropriate.

## Cookies

A cookie is a small text file which is placed onto your device (e.g., computer, smartphone, or other electronic device) when you use our website. We use cookies on our website, and they help us recognise you and your device and store some information about your preferences, past actions or choices.

For example, we may use cookies to make our website work as you'd expect. They also help us to:

- continually improve our website;
- improve speed and security of our website;
- analyse data about website traffic; and
- tailor our website to meet your needs.

**We don't** use cookies to:

- collect any sensitive information; or
- send personally identifiable data to third parties.

Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

For further information on our use of cookies, including a detailed list of your information which we and others may collect through cookies, please see the table provided below under **Our use of cookies**.

For further information on cookies generally, including how to control and manage them, visit the [guidance on cookies](#) published by the UK Information Commissioner's Office or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Consent to use cookies and changing settings

We will ask for your consent to place cookies or other similar technologies on your device, except where they are essential for us to provide you with a service that you have requested.

You can withdraw any consent to the use of cookies or manage any other cookie preferences at any time.

## Our use of cookies

Cookie type	Name	Where we use it	Why and how long it lasts	Cookie category
Third-party cookie	_utma	Google Analytics	To identify users and sessions. Expires after 2 years.	Analytics
Third-party cookie	_utmb	Google Analytics	To determine new sessions and visits. Expires after 30 minutes.	Analytics
Third-party cookie	_utmc	Google Analytics	To determine new visits and sessions. This cookie is deleted when the user closes the browser. Expires after 30 minutes.	Analytics
Third-party cookie	_utmz	Google Analytics	To record information about how the page was reached (for example via a search engine result or a direct link). Expires after 5 months.	Analytics

## How to turn off cookies and consequences of doing so

If you do not want to accept any cookies, you can do so by:

- **Changing your browser settings:** for example, you can configure your browser to indicate when your browser has a cookie saved. You can also configure your browser to block all cookies from a specific domain or all domains; and
- **Changing your device-level settings:** your device may have controls that determine what information we can collect.

If you do this, please be aware that you may lose some of the functionality of our website.

For further information about cookies and how to disable them please go to the *guidance on cookies* published by the UK Information Commissioner's Office or [www.allaboutcookies.org](http://www.allaboutcookies.org).

It may be necessary to refresh the page for the updated settings to take effect.

## How to manage cookies using browser settings

Most browsers allow you to refuse to accept cookies and delete cookies stored on your device. Various browsers have produced information to assist you in managing your cookie settings:

- **Chrome:** <https://support.google.com/chrome/answer/95647?hl=en>
- **Firefox:** <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- **Opera:** <http://www.opera.com/help/tutorials/security/cookies/>

- **Internet Explorer:** <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
- **Safari:** <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac>
- **Edge:** <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

### **Third party access to the cookies**

The cookies we use will only be accessed by us and Google Analytics for the purposes referred to in this cookie policy. Those cookies will not be accessed by any other third party.

### **How to contact us**

Please contact Mr Stuart Hanson, our data privacy manager, if you have any questions about this cookie policy or the information, we hold about you by writing to Direct Mediation Services, 5 Carla Beck Lane, Carleton-in-Craven, Skipton, BD23 3BQ.

If you wish to contact us, please send an email to [stuart@directmediationservices.co.uk](mailto:stuart@directmediationservices.co.uk), write to 5 Carla Beck House, Carla Beck Lane, Carleton, Skipton, BD23 3BQ or call 0113 468 9593.

### **Changes to this policy**

We keep our cookie policy under regular review and therefore we may change this cookie policy from time-to-time – when we do, we will inform you by publishing the policy on our website.