

# Cookie Policy

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Through our websites and our third-party providers, Complete Business Solutions set and use cookies to store and manage user preferences, enable content, gather analytic and usage data, and generally improve your user experience. This policy sets out what type of cookies we use, how we use them, and how you can control and manage them.

## What is a cookie?

A cookie is a small text file that is placed on a computer or other device. It is used to identify the user or device and to collect information. Cookies are typically assigned to one of four categories depending on their function and intended purpose: strictly necessary cookies, performance cookies, functional cookies, and cookies for targeting and advertising purposes.

## Types of cookies and why we use them

### Strictly necessary cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. Without these cookies, services you have asked for, like adding items to the shopping basket, logging in or filling in forms cannot be provided. You can set your browser to block or alert you about these cookies, but some parts of our website may not then work.

These cookies do not store any personally identifiable information.

### Performance cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular, see how visitors move around the site, and whether they clicked on a link such as an explicit opt-in to marketing. This lets us know where we are doing well, and where we can improve, as well as making sure the pages load quickly and display properly. Information collected might include, for example, the internet browsers and operating systems used, the domain name of the website previously visited, the number of visits, average duration of visit, and pages viewed.

All of the information collected by performance cookies is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our website, and will not be able to monitor its performance and enhance your experience. We use services from Google to perform these functions.

### Functionality cookies

These cookies enable the website to provide enhanced functionality and personalisation by remembering choices you make (such as your username or ID, language preference, or the area or region you are in). They may also be used to provide services you have asked for, such as watching a video or viewing product datasheets. They may be set by us or by third party providers whose services we have added to our pages. The information these cookies collect may be anonymized, and they cannot track your browsing activity on other websites. If you do not allow functionality cookies then some or all of these services may not function properly.

### **Targeting and advertising cookies:**

We do not use targeted and advertising cookies.

### **Managing cookies**

You can manage website cookies in your browser settings, and you always have the choice to change these settings by accepting, rejecting, or deleting cookies. If you choose to change your settings, you may find that certain functions and features will not work as intended to allow you access to our services. All browser settings are slightly different; to manage cookies you should refer to the relevant settings within your browser.

### **Website cookies**

Where you give consent to the use of cookies, that consent can be withdrawn at any time by adjusting your cookie settings. If you want to know more about cookies, please visit the following websites, which include detailed information about types of cookies, how they are used, and how you can manage your cookie preferences:

<http://www.aboutcookies.org/> or alternatively,  
[http://www.cookiepedia.co.uk/index.php?title=How\\_to\\_Manage\\_Cookies](http://www.cookiepedia.co.uk/index.php?title=How_to_Manage_Cookies)

Please see your browser help on how to disable and delete cookies in some commonly used browsers such as Mozilla Firefox®, Microsoft® Internet Explorer, Google Chrome™, Safari®

Although we do not use advertising companies, the providers below also enable you to opt-out of receiving targeted advertising, if you would prefer to do so. This does not stop cookies being set, but it does stop these companies using and collecting some data. For more information, please go to:

<http://www.youronlinechoices.eu/>  
<http://youradchoices.com/appchoices>

### Complete partners

You may also receive cookies when you visit our partners' websites. The use of cookies on these third-party websites is regulated by their own website privacy policy and cookie policy.

#### Controller Contact Details:

FAO: GDPR Compliance Team

Complete Business Solutions, Unit 4 Daughters Court, Silkwood Park, Ossett, Wakefield, WF5 9TQ

Tel: 01924 908 996

Email [GDPR@complete.co.uk](mailto:GDPR@complete.co.uk)



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