

Cookie Policy for Highgrove Chartered Surveyors

Last Updated: 20 May 2025

1. Introduction

This Cookie Policy explains what cookies are, how Highgrove Chartered Surveyors ("we," "us," or "our") uses cookies and similar tracking technologies on our website www.highgroveqs.co.uk (the "Site"), and your choices regarding cookies.

This policy should be read alongside our Privacy Policy, which explains how we use personal information.

By continuing to browse our Site, you are agreeing to our use of cookies as described in this policy, except where cookies require your explicit consent, in which case we will ask for it.

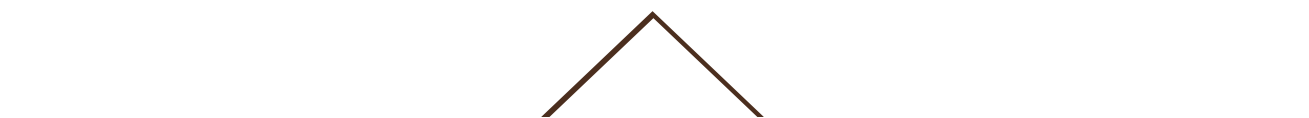
2. What Are Cookies?

Cookies are small text files that are placed on your computer or mobile device when you visit a website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

Cookies can be:

- **Session cookies:** These are temporary and expire once you close your browser (or once your session ends).
- **Persistent cookies:** These remain on your hard drive until you erase them or they expire. How long a persistent cookie remains on your browser depends on how long the visited website has programmed the cookie to last.

Cookies set by the website owner (in this case, www.highgroveqs.co.uk) 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., like advertising, interactive content, and analytics). The parties that set these third-party cookies can recognise your computer both when it visits the website in question and also when it visits certain other websites.



3. How Do We Use Cookies?

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

4. What Types of Cookies Do We Use?

The specific types of first and third-party cookies served through our Site and the purposes they perform are described below:

- **Strictly Necessary Cookies:**
 - **Purpose:** These cookies are essential to enable you to move around the Site and use its features, such as accessing secure areas. Without these cookies, services you have asked for (like navigating between pages) cannot be provided.
 - **Consent:** These cookies do not require your consent as they are essential for the Site to function.
 - **Examples:**
 - sessionid: Manages your session on the Site.
 - csrftoken: Helps protect against cross-site request forgery.
 - Cookies that remember items in a shopping cart (if applicable).
 - Cookies that remember security settings.
 - **Lifespan:** Typically session cookies.



- **Performance (Analytical) Cookies:**

- **Purpose:** These cookies collect information about how visitors use our Site, for instance, which pages visitors go to most often, and if they get error messages from web pages. This helps us to improve the way our Site works. The information collected is aggregated and anonymous.
- **Consent:** We will ask for your consent before placing these cookies.
- **Examples:**
 - _ga, _gid, _gat (Google Analytics): Used to distinguish users and understand how they interact with the Site.
- **Lifespan:** Varies (e.g., _ga lasts for 2 years).

- **Functionality Cookies:**

- **Purpose:** These cookies allow the Site to remember choices you make (such as your user name, language, or the region you are in) and provide enhanced, more personal features. For instance, these cookies can be used to remember changes you have made to text size, fonts, and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your Browse activity on other websites.
- **Consent:** We will ask for your consent before placing these cookies.
- **Examples:**
 - Cookies that remember your language preferences.
 - Cookies that remember your display preferences.
- **Lifespan:** Typically persistent cookies.

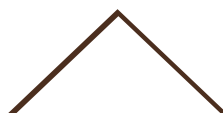


- **Targeting (Advertising) Cookies:**

- **Purpose:** These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers.
- **Consent:** We will ask for your consent before placing these cookies.
- **Examples:**
 - Cookies from third-party advertisers like Google Ads, LinkedIn Ads (if you use these services).
- **Lifespan:** Typically persistent cookies.

- **Social Media Cookies:**

- **Purpose:** These cookies are used when you share information using a social media sharing button or "like" button on our Site or you link your account or engage with our content on or through a social networking website such as Facebook, Twitter, or LinkedIn. The social network will record that you have done this. This information may be linked to targeting/advertising activities.
- **Consent:** We will ask for your consent before placing these cookies.
- **Lifespan:** Varies according to the social media platform.



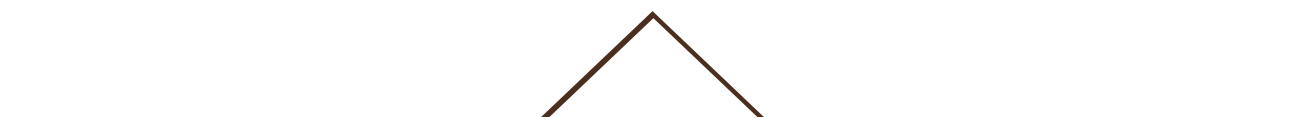
5. How to Control and Delete Cookies

You have the right to decide whether to accept or reject cookies (except for strictly necessary cookies).

- **Our Cookie Consent Tool:** When you first visit our Site, you will be presented with a cookie banner or tool that allows you to manage your cookie preferences. You can change your preferences at any time through this tool by clicking the link in the footer "Cookie Settings".
- **Browser Settings:** Most web browsers allow some control of most cookies through the browser settings. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. 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.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.



6. Third-Party Websites and Cookies

Our Site may contain links to other websites which are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Cookie Policy and Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services. Their use of cookies will be governed by their own cookie policies.

7. Changes to 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 re-visit 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.

8. Contact Us

If you have any questions about our use of cookies or this Cookie Policy, please contact us at:

- **Email address:** info@highgroveqs.co.uk
- **Postal address:** 3 Highgrove Point, London NW3 6PZ

