

# What are Cookies?

A cookie is a file created by a website containing small amounts of information which is stored on a device like a computer or a smartphone.

Cookies are designed to assist your devices to remember something you have done on that website e.g. remembering your postcode, or even which buttons have been clicked.

## Cookies cannot carry viruses or install malware.

By using the Charred Timber Limited website or online services, you are agreeing to our Privacy and Cookie policies.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to use our website as it was designed.

## Why does Charred Timber Limited use Cookies?

At Charred Timber Limited we use cookies and related technology to for our messaging, booking and payment systems and to understand customer browsing and shopping behaviour. This enables us to understand how well the different parts of our site works. Some of these cookies and related technology are created by our own software developers and some by third party partners to help us with advertising and to manage the demands we can expect our servers to need to supply.

## Do I have to accept Cookies?

To use Charred Timber Limited websites or online services and for them to function to our expectations, cookies need to be enabled on your browser.

If you choose not to allow cookies you may have difficulties using the Charred Timber Limited websites or online services.

## Are Cookies used on web, tablet and apps?

Yes, cookies, or other data storing devices are used on all of our digital channels (web, mobile, tablet, Apps and third parties).

## How long do you keep Cookies for?

Our cookies remain on your devices for as little time as necessary. Sometimes this is just while you are using our website or online resources. Cookies created by third parties may exist for longer. We recommend taking professional advice about clearing cookies from your devices because browsers and devices do not always remove, even well-constructed, cookies in an ideal fashion.

## Do Cookies contain my personal information?

Cookies do not contain confidential information like your home address, telephone number or credit card details. But some cookies record private information like your IP address, the type of device you are using and what browser. We use this information to make sure our website works properly for everyone trying to use it. Banks and law enforcement use this sort of information to identify possible fraud and we may use it to prevent your private accounts with us from being compromised. Details on information collected by third party's cookies can be found on their websites: [Facebook](#), [Google Adwords](#) and [Google Analytics](#).

## The Charred Timber Limited Cookie list

A list of cookies in use on Charred Timber Limited websites and online resources is available.

### About this list

We update this list when we make relevant changes to our websites and online resources.

## Types of Cookies

### Session Cookies

These cookies only last for the duration of your visit to our websites and online resources. We use session cookies to help improve how our website and online resources work and to facilitate activities that you want to do on our websites and online resources

### Persistent Cookies

These cookies are stored on to your computer or device and remain in place until they expire or you choose to delete them. These cookies are used for two primary purposes:

- **Marketing**

These cookies are used to inform us about how you use our websites and online resources. This information is used to develop our websites and online resources. This data may be used to choose and send you communications about our websites and online resources. Marketing cookies can enable you to participate in customer surveys.

- **Onsite experience**

These cookies are used to facilitate features on our websites and online resources like sending and receiving messages from our websites and online resources.

Site cookies - Enable site functionality so all the features on Charred Timber Limited websites and online resources work properly.

Google Analytics - Used to understand customer interactions on the websites and also identify improvement for the websites. No personal identifiable information is captured although Google's policies change without notice.

Cookie Name	Persistence	Description
<i>redacted</i>	1 minute	Google Analytics account ID
_ga	2 years	Google Analytics - Used to distinguish users.

_gid	1 day	Google Analytics - Used to distinguish users.
Various		

## Third party cookies

Charred Timber Limited uses third parties to provide some services on our websites and online resources. Most if not all of these third parties use cookies. Third party cookies will have a different domain to a Charred Timber Limited website or online resource.

Charred Timber Limited websites and online resources link to external third parties and you may choose to click these. We cannot control third parties so we accept no liability for any effect whatsoever that they may have on your devices.

## About this list

This list includes cookies that may be deployed by third parties on our websites and online resources.

## Facebook - Third party remarketing tool and social interactions on site

Cookie Name	Persistence	Description
Multiple Facebook.com cookies. Find out more <a href="#">here</a> .		Used for remarketing/social interactions with Facebook

## Google AdWords - Third party remarketing tool

Cookie Name	Persistence	Description
Multiple google.com cookies. Find out more <a href="#">here</a> .		Used for marketing for online adverts to Cambridge Computer Support websites or online resources.

## Charred Timber Limited share options

Public features of Charred Timber Limited websites or online resources maybe shared on social networking sites such as Facebook using controls visibly embedded in Charred Timber Limited websites or online resources. If you click controls of this type social networks may send cookies to your devices. We cannot control social networks so we accept no liability for any effect whatsoever that they may have on your devices.

## Charred Timber Limited on social networks

We have a variety of pages on social networking sites such as Facebook. If you use these social networking sites to discover Charred Timber Limited websites and online resources or any other content, social networking sites may store cookies onto your devices. We cannot control social networks so we accept no liability for any effect whatsoever that they may have on your devices.

## Managing your Cookies

There are many different ways to manage and control how cookies are stored on your computers and devices. Charred Timber Limited is required to give you control over the cookies which we store directly on your computers and devices. You are responsible for using the controls and your browser configuration which can also restrict or allow cookies and websites. Restricting access to certain websites in your browser should prevent cookies with the same domain as the restricted site being blocked automatically.

## Blocking cookies

Your browsers' help should tell you how to manage your cookie settings. The instructions will probably be different for all of your browsers and devices. To be certain you have blocked all cookies as well as your devices are able, you need to follow the instructions for all the browsers on your devices.

## Deleting cookies

Your browser should provide a control for deleting (or clearing) cookies. Unless your settings prevent it you will continue storing cookies on your computers and devices after deleting them. Some browsers, computers and devices do not always delete cookies as completely as they report. To be certain you have deleted all cookies as well as your devices are able, you need to follow the instructions for all the browsers on your devices. We recommend taking professional advice on removing cookies which browsers cannot delete because of some fault.

## Helpful Information

You can find UK government information about cookies here [www.ico.org.uk](http://www.ico.org.uk)

**By using the Charred Timber Limited websites or online resources, you are agreeing to our Privacy Policy and Cookie Policy and consent to the use of cookies and similar technologies by us and our carefully selected third party partners as described in these policies.**

**If you do not agree to such use, please adjust your settings as set out above.**

You can control the way cookies are used on your computer through your internet browser.

Changes you make to cookie management on your browser may impact the experience you have when visiting our websites or online resources and other websites.