

## Cookies policy

### 1. Introduction

- 1.1 Our website uses cookies.
- 1.2 Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.

### 2. Credit

- 2.1 This document was created using a template from Docular (<https://seqlegal.com>).

### 3. About cookies

- 3.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
- 3.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
- 3.3 Cookies may not contain any information that personally identifies a user, but personal data that we store about you may be linked to the information stored in and obtained from cookies.

### 4. Cookies that we use

- 4.1 We use cookies for the following purposes:
  - (a) **authentication and status** - we use cookies to identify you when you visit our website and as you navigate our website, and to help us determine if you are logged into our website (cookies used for this purpose are: BIGipServerZebedee, \_ga, \_gid, \_gat\_gtag\_UA\_160292427\_1);
  - (b) **analysis** - we use cookies to help us to analyse the use and performance of our website and services (cookies used for this purpose are BIGipServerZebedee, \_ga, \_gid, \_gat\_gtag\_UA\_160292427\_1); and
  - (c) **cookie consent** - we use cookies to store your preferences in relation to the use of cookies more generally (cookies used for this purpose are BIGipServerZebedee, \_ga, \_gid, \_gat\_gtag\_UA\_160292427\_1).

### 5. Cookies used by our service providers

- 5.1 Our service providers use cookies and those cookies may be stored on your computer when you visit our website.
- 5.2 We use Google Analytics. Google Analytics gathers information about the use of our website by means of cookies. The information gathered is used to create reports about the use of our website. You can find out more about Google's use of information by visiting <https://www.google.com/policies/privacy/partners/> and you can review Google's privacy policy at <https://policies.google.com/privacy>. The relevant cookies are: BIGipServerZebedee, \_ga, \_gid, \_gat\_gtag\_UA\_160292427\_1

- 5.5 We use Worldpay to process online payments. This service uses cookies for *the purpose of processing payments made by individual and providing transaction confirmation via email*. You can view the privacy policy of this service provider at <https://online.worldpay.com/terms/privacy>. The relevant cookies are: BIGipServerZebedee, \_ga, \_gid, \_gat\_gtag\_UA\_160292427\_1.

## 6. Managing cookies

- 6.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647> (Chrome);
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <https://help.opera.com/en/latest/security-and-privacy/> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

- 6.2 Blocking all cookies will have a negative impact upon the usability of many websites.

## 7. Our details

- 7.1 This website is owned and operated by MIL Collections Ltd.
- 7.2 We are registered in England and Wales under registration number 4757416 and our registered office is at The Palace Building, Quay street, Truro, Cornwall, TR1 2HE.
- 7.3 Our principal place of business is at The Palace Building, Quay Street, Truro, Cornwall, TR1 2HE.
- 7.4 You can contact us:
- (a) by post, to the postal address given above;
  - (b) using our website chatbot;
  - (c) by telephone, on the contact number published on our website; or
  - (d) by email, using [CS@milcollections.co.uk](mailto:CS@milcollections.co.uk).