

# Cookie Policy



## What is a cookie?

A 'cookie' is a very small piece of information in the form of a text file placed on your computer hard drive by lots of the websites that you visit. 'Cookies' allow us to help you get the best out of your visit to the website and improve your user experience, for instance by remembering that you have visited before. They can also be used to make sure that any advertising you see is relevant to you.

For further information about 'cookies' please visit <http://www.allaboutcookies.org/> In this policy we have used the following categories of 'cookies'

- Strictly Necessary
- Performance
- Functionality
- Targeting

This categorisation has been defined by The International Chamber Of Commerce (UK).

## How does c3 use 'cookies'?

Our 'cookies' are used to store basic information, like your user identification, to improve the websites usability, to enable the accessibility features within our websites They do not store password or credit card information.

### Strictly Necessary cookies

'Cookies' are set to help support the structure of the pages that are displayed to you. These help the website to function and enhance the look and feel of the website. They also help to improve navigation around our website and allow you to return to pages you have previously visited. This type of 'cookie' only lasts for the duration of the time you are visiting the website. When you leave the website they are deleted automatically.

### Performance cookies

'Cookies' are used to provide aggregated statistics on visitors to our websites and their browsing behaviour. This enables us to order the site to make customers' journeys easier, and if necessary make improvements. The data is aggregated and anonymised, which means we cannot identify you as an individual. We use a number of tools to carry out analytical functions on our site including, Google Analytics and Lead Forensics.

### Functionality cookies

If you are a Lookout Call Administrator, we use 'cookies' to make accessing the website more convenient, so you don't need to remember your username / email address. This information will allow us to welcome you by name. For security reasons, you will still need to enter your password.

Our 'cookie' will remain on your hard drive until you choose to clear it. If you choose to do this, you will need to enter your details each time you visit the site It is possible for you to view our main website without providing any personal information. An advantage of registering via the contact us form is that we will be able to contact you about special offers from which you can benefit.

Should you wish to disable your 'cookies' from your web browser please see Cookie Maintenance.

## Cookie Maintenance

You can set your browser to accept or reject all specific 'cookies'. You can also set your browser to alert you each time a 'cookie' is presented to your computer. You can delete 'cookies' that have been stored on your computer but remember, if you prevent us from placing 'cookies' on your computer during your visit, or you subsequently delete a 'cookie' that has been placed, it will not be possible for you to use our website effectively.

By disabling your 'cookies' from the browser settings, you will be restricting the 'cookies' that c3 uses to manage its website and this will have an impact on how the website will function. This will apply to all websites once 'cookies' are disabled via your browser settings and not only c3 websites.

If you would like to restrict or block 'cookies' that are set by us and other websites, you can do this through your web browser settings. Instructions for how to do this for the four most used web browsers are below. For other web browsers, please use the Help function on your browser for details on how to do this. For information on how to restrict or block 'cookies' on your mobile phone, you will need to refer to your handset manual.

## Guide to Disabling 'Cookies' using Web Browsers

### Safari

- Go to the Safari menu.
- Click on the Preferences.
- Click the 'Security' tab.
- Under 'Accept Cookies', set it to accept, reject or selectively accept cookies.

### Firefox 3.0+

- Click on 'Tools' in the menu bar
- Click on 'Options...'
- Click on the 'Privacy & Security' tab in the side section
- From the drop down box select 'Use custom setting for history'
- Un-tick the box that says 'Accept Cookies from sites'
- Click OK and Close the screen.

### Internet Explorer 7.0+

- Click on 'Tools' in the menu bar
- Click on 'Internet Options'
- Click on the 'Privacy' tab in the top section
- Click on the 'Advanced' button
- Select 'Override automatic cookie handling'
- Click on 'Prompt' for both 'First party cookies' and 'Third party cookies'
- Click OK and Close the screen.

### Google Chrome 8.0+

- Click to 'Tools Menu'
- Click on 'Settings'
- Click on 'Advanced'
- Click on 'Privacy and security'
- Click on 'Content security'
- Click on 'Cookies' – Select the settings you wish to have
- Close the screen.