

## COOKIE POLICY

Phoenix Mental Health Services LLP ("we", "us", or "our") uses cookies and similar technologies on our website to improve your experience and ensure the website functions effectively. This Cookie Policy explains what cookies are, how we use them, and how you can manage them.

### What Are Cookies?

Cookies are small text files that are placed on your device when you visit a website. They are used to store and retrieve information that helps us enhance your browsing experience. Some cookies are necessary for the website to function properly, while others help us gather analytics or remember your preferences for future visits.

### How We Use Cookies

We use both session and persistent cookies on our website for the following purposes:

- 1. Essential Cookies:**  
These cookies are necessary for the operation of our website and enable basic functions such as navigating pages and accessing secure areas. Without these cookies, our website cannot function as intended.
- 2. Analytics Cookies:**  
These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously. They allow us to analyse site usage and performance, helping us to improve the website's functionality and content.  
For example, we use Google Analytics to track page views, visitor counts, session data, and campaign data.
- 3. Functionality Cookies:**  
These cookies allow us to remember your preferences (such as language preferences) and personalise your experience when using the website.

### Types of Cookies We Use

- 1. Session Cookies** – These are temporary cookies that expire once you close your browser. They help us remember your actions within a single session on the website.
- 2. Persistent Cookies** – These cookies remain on your device for a set period or until you delete them. They help us remember your preferences and settings across multiple sessions.
- 3. First-party Cookies** – Cookies set by our website directly.
- 4. Third-party Cookies** – Cookies set by external services or partners, such as Google Analytics. These cookies track information like your browsing behaviour on multiple websites to tailor advertising.

### Analytics Cookies

We use Google Analytics to track information about how the website is used and improve our service. The cookies from Google Analytics help us:

- Analyse web traffic
- Monitor the performance of the website
- Understand user engagement

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Google Analytics cookies store data anonymously and assign a randomly generated number to recognise unique visitors.

### Cookie List

Below is a list of cookies that we may use:

| Cookie Name | Purpose               | Type       | Duration                    |
|-------------|-----------------------|------------|-----------------------------|
| _ga         | Google Analytics      | Persistent | 2 years                     |
| _gid        | Google Analytics      | Persistent | 24 hours                    |
| _gat        | Google Analytics      | Session    | 1 minute                    |
| session_id  | User session tracking | Session    | Until the browser is closed |

### Managing and Deleting Cookies

You have the right to accept or reject cookies. Most web browsers automatically accept cookies, but you can modify your browser settings to block cookies or delete them. Please note that if you choose to disable cookies, some website features may not work as intended.

To learn more about how to manage or delete cookies, visit the relevant page for your browser:

- **Chrome:** Clear cache & cookies
- **Internet Explorer:** [How to delete cookie files](#)
- **Firefox:** [Clear cookies and site data](#)
- **Safari:** [Clear cookies on iPhone, iPad, or iPod](#)

For more information on cookies, you can visit these third-party resources:

- [AllAboutCookies](#)
- [Network Advertising Initiative](#)

### Changes to This Cookie Policy

We may update this Cookie Policy periodically to reflect changes in our practices or for other operational, legal, or regulatory reasons. Please review this policy regularly to stay informed about how we use cookies and similar technologies.

### Contact Us

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

Data Protection Officer: Jasmin Samuel  
 Email: [enquiries@@phoenix-mhs.com](mailto:enquiries@@phoenix-mhs.com)  
 Phone: 0370 162 0673