

www.theflavel.org.uk Cookie Policy

Information about our use of cookies

New rules governing the use of cookies by websites come into force on 25th May 2018. This means that cookies can only be placed on machines where the user or subscriber has given their consent.

A cookie is a small text file implanted by an online provider on the hard drive of visitors to the site. Cookies collect information about internet users, such as their names, addresses, e-mail details, passwords and user preferences. While cookies and the information they transmit may not identify a living individual on their own, they may be able to do so in combination with other information held by the online provider or a third party.

Please read our privacy policy which describes how we process your personal data, including personal data we obtain from our use of cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site.

We will ask you to consent to our use of cookies on your first visit to our website. By continuing to browse the site thereafter, you are agreeing to our use of cookies and will not be asked for your consent thereafter but we may do so at suitable intervals.

Your consent to the use of cookies is not required where the cookie is for the sole purpose of carrying out the transmission of a communication over an electronic communications network or the cookie is strictly necessary to provide an 'information society service' (e.g. a service over the internet) requested by the subscriber or user. This means that we will not need your consent for:

- Cookies used to remember the goods a user wishes to buy when they add goods to their online basket or proceed to the checkout on an internet shopping website;
- Session cookies providing security that is essential to comply with data protection security requirements for an online service the user has requested – e.g. online payment services; or
- Load-balancing cookies that ensure the content of your page loads quickly and effectively by distributing the workload across several computers.

Keeping your personal information safe

Our cookies do not store personal information such as your name, address, phone number or email in a format that can be read by others. The cookies we use cannot read or search your computer, smartphone or web-enabled device to obtain information about you or your family, or read any material kept on your hard drive.

We do use a small number of cookies that store encrypted versions of information where you have asked us to, such as the 'Remember me' function that allows us to remember your Account username for subsequent visits. However, this is encrypted so that only the Flavel Centre Trust can read this information. The website that places a cookie owns that cookie. This means that only that website and other sites that it has agreed to share information with can read the information stored using a cookie.

Cookies we use

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Third party cookies

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

How do I refuse or withdraw consent to the use of cookies?

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. If you use your browser settings to block all cookies (including essential cookies) you will still be able to access our website however, some parts of the website may become inaccessible or not function properly.

You can customise your browser's cookie settings to reflect your desired level of security. If you are very comfortable with cookies and you are the only person using your computer, you may want to set long expiration time frames for storing your personal access information and browsing history. If you share access to your computer, you may want to set your browser to clear private browsing data every time you close your browser. This option lets you access cookie-based websites while deleting sensitive information after your browsing sessions.

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

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

Ensure your browser is updated

If you haven't already, set your browser to update automatically. This will reduce security vulnerabilities caused by outdated browsers. Many cookie-based exploits are based on exploiting old browsers' security settings.

Install and keep antispyware applications updated

Many spyware detection, clean-up applications and spyware removers will block your browser from accessing websites that are designed to exploit browser vulnerabilities or download malicious software. Choose the software and level of security that is right for you.

Cookie expiry date

Except for essential cookies, most cookies we use will expire at the end of each browser session. The table below details the expiry date of each cookie we use.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie	Name	Purpose	Expiry
Status	RememberedLogin	To determine whether a user is logged into the ticket booking website	At end of session
Personalisation	CalendarNumDaysToSelect	To personalise a user's experience on the booking website, such as remember how many days are on view in the Calendar view and whether or not to remember the user's e-mail address for login purposes	36 months
Analysis	SessionId	Marketing (What's on) emails sent by the Flavel use WebTrack tracking on links to the Flavel website. This cookie then records the progress of the user through the booking process. This cookie comes from domain "webtrack.savoyssystems.co.uk"	At end of session
Cookie Consent	CookieAgreementPolicy	To record whether a user has accepted the Cookie Warning	36 months from agreement
__utma	__utma	To track the number of times the user has visited the site, when the first visit was, and when the last visit occurred	24 months from set/update
Mr. __utmz	__utmz	To track where the user came (browsed) from, what search engine was used, what link was clicked on, what keyword was used, and where the user is in the world when they accessed the site.	15,768,000 seconds
Promotion code used	PromoCodes	To remember that the user has entered a valid promotion code as they move through the website	At end of session
Meerkat Movie code	OrangeWednesdayPINs	To remember that the user has entered a valid Meerkat Movie code as they move through the website	At end of session
Loyalty points redeemed	LoyaltyPoints	To remember that the user has redeemed Loyalty points as they move through the website	At end of session
Miscellaneous payment made	MiscPayments	To remember that the user has made a Miscellaneous payment as they move through the website	At end of session

Cookie	Name	Purpose	Expiry
Vouchers redeemed	VoucherNumbers	To remember that the user has redeemed one or more vouchers as they move through the website	At end of session
Calendar month	CalendarBaseDate	To keep track of the month the user has selected on the events calendar	At end of session
Calendar date selected	CalendarSelectedDate	To keep track of the day the user has selected on the events calendar	At end of session
TestCookie	TestCookie	To check if cookies are enabled on the website. We set this, and try to read it back. If we are unable to read this then we inform the customer that they will need to enable cookies in order to make a purchase.	At end of session
SessionData	SessionData	To keep a record of the transaction and other information about the session. This includes basket contents, whether someone is logged in or out, the transaction number. The value of the SessionData cookie is encrypted to prevent users from tinkering with the contents.	At end of session
Order	Items	To keep a track of the items in the users cart (or basket) as they move through the website	At end of session
_ga	_ga	Used to distinguish users	24 months
_gid	_gid	Used to distinguish users	24 hours
_gat	_gat_gtag_UA_4654932_12	Used to throttle request rate.	60 seconds