



VAN MILDERT COOKIES POLICY

1 INFORMATION ABOUT OUR USE OF COOKIES

1.1 The Van Mildert Landlord and Tenant Protection Limited ("**Van Mildert**") website (www.vanmildert.net) (the "**Site**") uses cookies to distinguish you from other users of our Site. This helps us to provide you with a good experience when you browse our Site and also allows us to improve our Site.

1.2 A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

2 WE USE THE FOLLOWING COOKIES:

2.1 **Strictly necessary cookies.** These are cookies that are required for the operation of our Site. They include, for example, cookies that enable you to log into secure areas of our Site.

2.2 **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our Site when they are using it. This helps us to improve the way our Site works, for example, by ensuring that users are finding what they are looking for easily.

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

Cookie	Purpose	More Information	Expires after
Session	To keep you securely logged in. This is a strictly necessary cookie.	This cookie is generated when you securely login to our system.	When the browsing session ends.
Google Analytics	To monitor the number of visitors to our Site, which pages are most popular and how our Site is used. This is an analytical/performance cookie.	This cookie collects information in an anonymous form, including the number of visitors to the Site, where visitors have come from and the pages they have visited.	Visit the Privacy Policy of Google to find out further information about these cookies.
HotJar	To monitor certain user behaviours on our site, via anonymised heatmaps and visitor recordings to improve user experience. This is a behavioural analytical/performance cookie.	Heatmaps and visitor recordings process anonymised data covering: device IP (stored in de-identified format), device screen resolution, device type, OS and browser type, geographic location (country only), mouse events (movement, location on screen, clicks), keypresses, preferring URL and domain, pages visited and date and time when pages were accessed.	When the browsing session ends Visit the Privacy Policy of HotJar to find out more information about these cookies.

If you're not comfortable with your device or browser storing cookies you can disable cookies in your device's or browser's settings. However, if you use your browser or device settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Where possible, we can conduct certain elements of our service via telephone instead, so you could call us on 01912 560920 if you're uncomfortable with allowing cookies, and we'll do our best to assist.