COOKIE POLICY

At ENTRUST we are committed to protecting and respecting your privacy. As an open and transparent regulator our Cookie Policy explains:

- What cookies are;
- What cookies ENTRUST Online (EOL) uses;
- What cookies the ENTRUST website uses;
- How ENTRUST manages cookies;
- How you can control which cookies you accept; and
- How we use Google Analytics.

ENTRUST's Cookie Policy sits alongside and complies with our Privacy Policy, which can be accessed at: www.entrust.org.uk/privacy

ENTRUST may review and update this policy and when this occurs we will publish an update on the ENTRUST website and inform you of the updates via the main contact registered with ENTRUST.

The use of cookies are covered under the Privacy and Electronic Communications Regulations (PECR) which sits alongside the General Data Protection Regulation (GDPR), both of which are regulated by the Information Commissioner's Office (ICO).

ENTRUST is registered as a data controller with the ICO under registration number Z8361674. Our registered Data Protection Officer is Jess O'Brien, Communications Manager. Any enquiry about how we use cookies, or any questions regarding this Policy and our privacy practices should be sent by email to communications@entrust.org.uk or by writing to:

> The Data Protection Officer
> ENTRUST
> 60 Holly Walk
> Leamington Spa
> Warwickshire
> CV32 4JE

Alternatively you can call our Helpline on 01926 488 300.

This policy was last updated in July 2018

What are cookies

Like many websites, the ENTRUST website and EOL use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit, and when logged in to a system such as EOL, to allow you to move from page to page without having to login on every page. Cookies can also collect statistical data about your browsing actions and patterns. This helps us to review and improve the information on our website. The cookies which ENTRUST use cannot identify you as an individual.

Cookies cannot be used to infect your computer with a virus and there are no security issues with cookies. Neither can cookies access any other information on your computer. The main privacy concern that users have is that cookies allow a website to track what users do on that website and from this the website owners or their affiliated partners are able to target users with specific advertising based on what they deem to be of interest to that user. ENTRUST does not track users activity for the purposes of advertising or marketing.

What types of cookies are there?

Broadly, there are three main types of cookie which ENTRUST use:

'Strictly necessary' or 'Essential' cookies.
These are cookies that are essential to make a website work and enable features that users have specifically asked for. These types of cookies are commonly used with shopping baskets or e-billing. Without the use of cookies, these features of the website could not operate.

'Performance' or 'Analytics' cookies.
These cookies collect anonymous information about users for the purpose of assessing the performance of a website. Common uses include well-known web analytics tools such as 'Google Analytics'.

'Third-party' cookies
These are cookies that are set by a website other than the one you are on. If you visit a website and a separate company sets a cookie through that website this would be a third-party cookie.

What cookies does ENTRUST Online (EOL) use

As ENTRUST operate solely as the Regulator of the Landfill Communities Fund (LCF), we only use the minimum number of cookies to be able to provide you with the ability to use EOL.

	Cookie ID	Purpose
Strictly necessary/ Essential cookies	ASP.NET_SessionId	This is an essential cookie which recognises a logged in user and allows you to browse from page to page within EOL without the need to login on every new page.
	analytics	This cookie is set by the Cookie Control widget when you accept cookies on the EOL, to record that you have selected 'agree' and so that you don't need to accept cookies on every visit. This is not Google Analytics.

What cookies does the ENTRUST website use?

In addition to the cookies which EOL uses, we only use the minimum number of cookies on the ENTRUST website to allow it to work, to allow you to access information videos about the LCF and to help us to improve the ENTRUST website.

	Cookie ID	Purpose
Strictly necessary/ Essential cookies	Expression Engine Cookies exp_tracker exp_last_visit exp_last_activity	The ENTRUST website is built in a content management system (CMS) called Expression Engine. These cookies are essential for the CMS and the website to operate. They operate as follows: exp_tracker tracks the last two pages so that the return button can send you back appropriately. exp_last_visit and exp_last_activity store date/time information
	analytics	This cookie is set by the Cookie Control widget when you accept cookies on the ENTRUST website, to record that you have selected 'agree' and so that you don't need to accept cookies on every visit.
Performance cookies	_gid _ga _gat	We use Google Analytics to capture information about how users navigate the ENTRUST website. This allows us to improve the performance of the site.
Third party cookies	Youtube	The ENTRUST website features four embedded videos to explain the LCF. To read the cookie policy for this third party please visit: https://www.google.com/policies/technologies/types/

How ENTRUST manages cookies

ENTRUST use a Cookie Control tool provided by a company called Civic. This allows us to display a banner on the ENTRUST website and on EOL. The banners explain a little about how and why we use cookies and link to the Cookie Policy area of our website for more information. Additionally they allow the user to either select 'Accept and Continue' or to select an option to read more about how to manage cookies.

The ENTRUST cookie banner will appear at the bottom of the screen until you make a selection. Once you have chosen to either, accept and continue or to manage cookies/read our cookie policy, the banner will disappear. This places a cookie on your device for 90 days to remember your choice. After 90 days, the banner will appear again to remind you about the cookies on our site, this is because the original cookie has expired and needs to be refreshed.

How you can control which cookies you accept

Some cookies are essential in order to use the ENTRUST website and EOL. In the event you do reject cookies this will mean that you are unable to use EOL.

You can choose which cookies you would like ENTRUST to store on your device by updating your browser settings. You can use your web browser to:

- Delete all cookies;
- Block all cookies;
- Allow all cookies;
- Block third-party cookies;
- Clear all cookies when you close the browser;
- Open a 'private browsing' / 'incognito' session, which allows you to browse the internet without storing local data; and
- Install add-ons and plug-ins to extend browser functionality.

Each browser allows you to restrict or block cookies in different ways. To find out more about cookies such as; managing the cookies or how to see what cookies have been set on any of the browser types listed below, visit http://aboutcookies.org.uk/managing-cookies

You can find generic browser information to control cookies at the following links:

- **Internet Explorer cookies information**
- **Chrome cookies information**
- **Firefox cookies information**
- **Safari cookies information**
- **Opera cookies information**

Please note that ENTRUST accepts no responsibility for the content of external websites.

How do we use Google Analytics

In order to understand which parts of our website are popular and which areas may need improvement we use Google Analytics to capture information about you and your use of our website. This is done with the use of tracking cookies. All information collected is anonymous and cannot be used to identify you as an individual. We do not use Google Analytics on EOL, only on the ENTRUST.org.uk website.

We will only use the data in a general way to make sure we are delivering the best possible service to our audience.

Google has developed a browser add-on to allow users to opt-out of Google Analytics across all websites which use this tool. You can find this here: https://tools.google.com/dlpage/gaoptout

The right to lodge a complaint with a supervisory authority

You can register a complaint about our handling of cookies with the ICO, who are the UK's supervisory authority for GDPR and PECR. **www.ico.org.uk/concerns/**

More information

For more information on cookies you can access all of the detail, definitions and guidance from the ICO at the following link:
www.ico.org.uk/for-the-public/online/cookies/