



Adviser portal Cookie policy

July 2023

Cookies Policy

Like many companies, Vidett Limited (Vidett) (we, us and our) use technology on our website and in our marketing campaigns to collect information that helps us enhance your online experience (by 'remembering' you to enable you to move around the website easily), discover how you use our website and measure the effectiveness of those campaigns.

We respect your concerns about privacy and value the relationship we have with you. The cookies we use allow our website to work, help us to understand what information is most useful to you and develop our business and services.

What are cookies?

A cookie is a text file containing information that is downloaded to your desktop or laptop computer, tablet or mobile device when you visit our website. Cookies are useful because they allow our website to recognise your device. Cookies are then sent back to our website on each time you visit, enabling the website to 'remember' you or your device. Information stored in cookies may be encrypted. A cookie cannot read data off your hard drive or read cookie files created by other sites.

When we refer to cookies throughout this policy, we intend to cover all similar devices including web beacons and log files. You can find more information about cookies at All About Cookies, Your Online Choices or About Cookies.

The information we collect and why

Part of creating an enjoyable and lasting experience for our customers is to use cookies to process information in order to better understand what you want from us and our site. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your device. Examples of the types of information we collect via cookies are:

- how often you visit our website, the pages you visited on our website, what you clicked on or downloaded from our website and the total time you spent on our website
- the website you visited before our website
- whether you have visited our website before or if you are a new visitor
- your viewing preferences (eg layout, sizing preferences, language, etc.)
- your IP address, browser type and operating system

Please note we do not collect your name or email address via cookies.

Cookies help us to improve our site and to deliver a better and more personalised service. They enable us to:

- estimate our audience size and usage pattern
- store information about your preferences, enabling us to customise our site and the information we provide to you according to your individual interests
- speed up your searches
- customise your visit: we may use information collected to help improve your next visit to our site
- look at trends: analysing activity across all website visits enables us to identify trends, hot topics and issues of particular interest

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so it will refuse cookies, our system will issue necessary cookies when you visit our website.

The type of cookies we use

- **Strictly necessary** – these enable you to move about the site or to receive certain requested features, such as storing language preferences or allowing you to place orders on the website. You may disable these by changing your browser settings, but this may affect how the website functions.
- **Analytics** – these collect statistical information about the use of the website by you and other visitors. This information allows us to enhance the functionality of our website. The cookies collect information in an anonymous form.
- **Functionality** – these allow the website to remember choices you make (such as your preferred language or the region you are in) and provide enhanced, more personal features.
- **Targeting** – these 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 information we share with you (including via email) more relevant to your interests. We may also share this information with third parties for this purpose.

How long cookies are stored on your device

The length of time cookies are stored on your device can vary, but they generally fall into two categories: temporary session or persistent cookies.

Temporary session cookies:

We use temporary session cookies on all of our secure pages to assign and store a session ID to you so that you can move uninterrupted between the areas of our site. This session ID is also used for internal reporting purposes. It is not personally identifiable to you, and this type of cookie does not leave any retrievable information on your hard drive. These cookies expire when you close your internet browser.

Persistent cookies:

Persistent cookies are used to help us understand visitor patterns over a longer term or to provide additional functions you have requested in relation to site customisation and saved or stored content. They can be stored on your computer for 24 hours, a week, or several years, depending on the function they're helping to perform.

The cookies we use on this website

Our website content management system uses cookies to record details about how your screen and browser are set up to ensure the site renders well. Where users have indicated a preference, that user's preference will be stored in this cookie. These are strictly necessary and expire when your session ends.

Third party cookies are set by a domain other than the one the user is visiting. This typically occurs when the website incorporates elements from other sites, such as images, social media plugins or advertising. When the browser or other software fetches these elements from the other sites, they can set cookies as well.

How to manage cookies

If you are concerned about having cookies on your device, you can use your browser settings 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
- notify you each time new cookies are placed on your device
- install add-ons and plug-ins to extend browser functionality

You can find out more information about controlling cookies from:

- [Microsoft Edge](#)
- [Chrome](#)
- [Firefox](#)
- [Safari](#)

To find information relating to other browsers, visit the browser developer's website.

Please note if you choose to disable some or all cookies, you may not be able to make full use of our website and some useful features will not work.

Changes to the policy

We will inform you of any changes to this policy by dedicated service emails or by notification on this website.

If you have any questions or concerns regarding our use of cookies, or if you want to exercise your right to access your data and/or have any information we hold about you rectified, you can contact us. You will also find more information about how we process your information in our [Privacy Policy](#).



-  Forbury Works
37-43 Blagrove Street
Reading
RG1 1PZ
-  www.vidett.com
-  info@vidett.com
-  0118 207 2900