

Cookie Policy

The Appropriate Adult Service Limited (TAAS)

Last Updated: November 2025

1. Introduction

This Cookie Policy explains how The Appropriate Adult Service Limited ("TAAS", "we", "us", or "our") uses cookies and similar technologies on our website [www.theappropriateadultservice.org.uk or relevant URL].

This policy should be read alongside our Privacy Policy, which explains how we collect, use, and protect your personal information.

By using our website, you consent to the use of cookies in accordance with this policy. If you do not accept the use of cookies, please disable them following the instructions in this policy.

2. What Are Cookies?

Cookies are small text files that are placed on your computer, smartphone, or other device when you visit a website. They are widely used to make websites work more efficiently and provide information to website owners.

Cookies typically contain:

- The name of the website from which the cookie has come
- The "lifetime" of the cookie (how long it will remain on your device)
- A value, usually a randomly generated unique number

Types of Cookies

Session Cookies: Temporary cookies that expire when you close your browser. They allow websites to link your actions during a browsing session.

Persistent Cookies: Cookies that remain on your device for a set period or until you delete them. They help websites remember your preferences and settings for future visits.

First-Party Cookies: Cookies set by the website you are visiting. Only that website can read these cookies.

Third-Party Cookies: Cookies set by a different website or service to the one you are visiting. These are often used for analytics, advertising, or social media integration.

3. How We Use Cookies

We use cookies for the following purposes:

3.1 Essential Cookies

These cookies are necessary for the website to function properly and cannot be switched off in our systems.

They are usually only set in response to actions made by you which amount to a request for services, such as:

- Remembering your cookie preferences
- Enabling navigation and access to secure areas
- Maintaining security and preventing fraud
- Load balancing to ensure the website remains operational

Legal Basis: These cookies are necessary for the legitimate operation of our website and do not require consent.

Duration: Session cookies (deleted when you close your browser)

Examples:

- Cookie consent preferences
- Session identifiers
- Security tokens

3.2 Functional Cookies

These cookies enable enhanced functionality and personalisation, such as:

- Remembering your preferences and settings
- Remembering if you've filled in forms
- Providing enhanced, more personalised features
- Improving user experience

Legal Basis: These cookies improve website functionality but are not strictly necessary. We will ask for your consent before using these cookies.

Duration: Persistent cookies (up to 12 months)

Examples:

- Language preferences
- Region or location settings
- Accessibility preferences

3.3 Analytics and Performance Cookies

These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously. This helps us:

- Count visits and traffic sources to measure and improve website performance
- Understand which pages are most and least popular
- See how visitors move around the site
- Identify technical issues or errors

- Test different versions of pages to improve user experience

Legal Basis: These cookies require your consent before we can use them.

Duration: Persistent cookies (up to 26 months)

Examples:

- Google Analytics cookies (_ga, _gid, _gat)
- Page view statistics
- Session duration tracking
- Bounce rate measurement

What We Track:

- Pages visited and time spent on pages
- Links clicked
- Referring websites
- Browser and device type
- Approximate geographic location (country/region level only)

What We Don't Track:

- Personal identity (analytics data is anonymised)
- Specific custody cases or service user details
- Sensitive personal information

3.4 Marketing and Advertising Cookies

Currently, we **do not use** marketing or advertising cookies on our website. We do not display third-party advertisements or track users for marketing purposes.

If this changes in the future, we will:

- Update this Cookie Policy
 - Seek your explicit consent before setting any marketing cookies
 - Provide clear information about what data is collected and how it is used
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4. Third-Party Cookies

Our website may include content or services from third parties, which may set their own cookies. We do not control these third-party cookies and cannot access the data they collect.

4.1 Google Analytics

We use Google Analytics to help us understand how visitors use our website. Google Analytics uses cookies to

collect information about your use of our website, including:

- Pages visited
- Time spent on the site
- How you arrived at the site
- What you clicked on

This information is aggregated and anonymised. Google Analytics sets the following cookies:

Cookie Name	Purpose	Duration	Type
_ga	Distinguishes unique users	2 years	Analytics
_gid	Distinguishes unique users	24 hours	Analytics
_gat	Throttles request rate	1 minute	Analytics

Data Processing: Google Analytics data is processed in accordance with Google's Privacy Policy. We have configured Google Analytics to:

- Anonymise IP addresses
- Not share data with other Google services
- Respect "Do Not Track" signals where possible

For more information about Google Analytics cookies, visit:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

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

4.2 Other Third-Party Services

We may use other third-party services that set cookies, including:

- **Hosting providers** - for website infrastructure and security
- **Content delivery networks (CDNs)** - to improve website speed and performance
- **Security services** - to protect against malicious activity

We only work with trusted third-party providers who comply with UK data protection law and have appropriate security measures in place.

5. Cookies We Use

The following table provides detailed information about the specific cookies we use on our website:

Essential Cookies

Cookie Name	Purpose	Duration	Type
cookie_consent	Stores your cookie consent preferences	12 months	First-party
PHPSESSID or similar	Maintains your session on the website	Session	First-party

Cookie Name	Purpose	Duration	Type
security_token	Security and fraud prevention	Session	First-party

Functional Cookies

Cookie Name	Purpose	Duration	Type
language_preference	Remembers your language choice	12 months	First-party
accessibility_settings	Stores accessibility preferences	12 months	First-party

Analytics Cookies

Cookie Name	Purpose	Duration	Type
_ga	Google Analytics - user distinction	2 years	Third-party (Google)
_gid	Google Analytics - user distinction	24 hours	Third-party (Google)
_gat	Google Analytics - request throttling	1 minute	Third-party (Google)

Note: This list may be updated periodically. The most current list will always be available on this page.

6. Managing Your Cookie Preferences

You have the right to decide whether to accept or reject cookies (except essential cookies, which are necessary for the website to function).

6.1 Cookie Consent Tool

When you first visit our website, you will see a cookie banner that allows you to:

- Accept all cookies
- Accept only essential cookies
- Customise your cookie preferences

You can change your cookie preferences at any time by clicking the "Cookie Settings" link in the website footer or by revisiting the cookie banner.

6.2 Browser Settings

You can also control cookies through your browser settings. Most browsers allow you to:

- View what cookies are stored and delete them individually or in bulk
- Block third-party cookies
- Block cookies from specific websites
- Block all cookies
- Delete all cookies when you close your browser

How to Manage Cookies in Common Browsers:

Google Chrome:

1. Click the three dots menu (top right) > Settings
2. Click "Privacy and security" > "Cookies and other site data"
3. Select your preferred cookie settings

Mozilla Firefox:

1. Click the menu button (three lines, top right) > Settings
2. Click "Privacy & Security"
3. Under "Cookies and Site Data", adjust your settings

Safari:

1. Click Safari menu > Preferences
2. Click "Privacy" tab
3. Choose your cookie preferences

Microsoft Edge:

1. Click the three dots menu (top right) > Settings
2. Click "Cookies and site permissions" > "Cookies and data stored"
3. Adjust your cookie settings

Internet Explorer:

1. Click Tools > Internet Options
2. Click "Privacy" tab
3. Adjust the slider to your preferred setting

For more detailed instructions, visit your browser's help section or support website.

6.3 Mobile Devices

On mobile devices, you can typically manage cookies through your browser settings or device settings. Check your device manual or browser help section for specific instructions.

6.4 Do Not Track (DNT) Signals

Some browsers have a "Do Not Track" feature that lets you tell websites you don't want to have your online activities tracked. We respect DNT signals where technically feasible, particularly for our analytics configurations.

7. Impact of Disabling Cookies

If you choose to disable cookies, you may experience:

Disabling Essential Cookies:

- Website may not function properly
- Unable to access secure areas
- Cannot remember your cookie preferences
- Security features may not work

Disabling Functional Cookies:

- Will need to re-enter preferences each visit
- Less personalised experience
- Some features may not work as expected

Disabling Analytics Cookies:

- No impact on website functionality
 - We won't be able to measure website performance
 - Cannot improve user experience based on usage data
 - No impact on your browsing experience
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8. Cookies and Personal Data

Most cookies we use do not collect personal data that identifies you individually. However, some cookies may be linked to personal information if you:

- Have an account with us (not currently applicable for website visitors)
- Have provided information through a contact form
- Have engaged with our services

Where cookies are linked to personal data, we process that data in accordance with UK data protection law (UK GDPR and Data Protection Act 2018) and our Privacy Policy.

Your rights regarding personal data collected through cookies:

- Right to access cookie data linked to you
- Right to object to cookie use
- Right to erasure of cookie data
- Right to withdraw consent

For more information, see our Privacy Policy or contact our Data Protection Officer.

9. Changes to Cookie Usage

We may change the cookies we use from time to time. When we make significant changes, we will:

- Update this Cookie Policy
- Update the "Last Updated" date at the top of this page
- Notify you through the cookie consent banner (where appropriate)
- Seek fresh consent if required by law

We recommend checking this page periodically to stay informed about our use of cookies.

10. Cookies and Children

Our website is not directed at children under 13, and we do not knowingly use cookies to collect information from children. If you are under 13, please do not use our website without parental supervision.

Parents and guardians should supervise children's online activities and teach them about online privacy and cookie usage.

11. International Data Transfers

Some of our third-party cookie providers (such as Google Analytics) may transfer data outside the United Kingdom. Where this occurs, we ensure:

- Adequate safeguards are in place (e.g., standard contractual clauses)
- Data is protected to UK GDPR standards
- Transfers comply with UK data protection law

For more information about international data transfers, see our Privacy Policy.

12. Contact Us

If you have any questions about our use of cookies, please contact us:

The Appropriate Adult Service Limited

Email: info@theappropriateadultservice.org.uk

Phone: 0333 2424999

Address: Heritage House, Vicar Lane, Daventry, Northants NN11 4GD

Privacy Officer:

Email: gdpr@theappropriateadultservice.org.uk

Phone: 0333 2424999

If you are unhappy with how we use cookies, please contact us first using the details above. We take all concerns seriously and will investigate thoroughly.

If you remain dissatisfied, you have the right to complain to the UK Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: www.ico.org.uk

Email: casework@ico.org.uk

14. Useful Resources

For more information about cookies and online privacy:

About Cookies:

www.aboutcookies.org - Information about cookies and how to manage them

Your Online Choices:

www.youronlinechoices.com - Guide to behavioural advertising and online privacy

ICO Guidance:

ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies - Official UK guidance on cookies

Google Privacy Policy:

policies.google.com/privacy - Google's privacy policy (relevant for Google Analytics)

15. Glossary

Cookie: A small text file stored on your device by a website

First-Party Cookie: Cookie set by the website you are visiting

Third-Party Cookie: Cookie set by a domain other than the one you are visiting

Session Cookie: Temporary cookie that expires when you close your browser

Persistent Cookie: Cookie that remains on your device for a set period

Essential Cookie: Cookie necessary for the website to function

Analytics Cookie: Cookie used to collect statistics about website usage

IP Address: A unique number that identifies your device on the internet

Anonymisation: Process of removing personally identifiable information from data

Appendix: Quick Reference Guide

Do you use cookies?

Yes, we use essential cookies (necessary), functional cookies (optional), and analytics cookies (optional).

Do I have to accept cookies?

You must accept essential cookies for the website to work, but you can refuse functional and analytics cookies.

How do I change my cookie preferences?

Click "Cookie Settings" in the website footer or use your browser settings.

Do you use advertising cookies?

No, we do not currently use advertising or marketing cookies.

Do you share cookie data with third parties?

We use Google Analytics, which is a third-party service. Data is anonymised and processed in accordance with privacy regulations.

How long do cookies last?

Essential cookies last for your session only. Functional cookies last up to 12 months. Analytics cookies last up to 26 months.

Can I use the website without cookies?

You can browse with essential cookies only, but some features may not work properly without functional cookies.

This Cookie Policy demonstrates our commitment to transparency and your right to control your online privacy.

Last Updated: November 2025

Next Review: November 2026