

Our Cookies Policy

This website uses cookies. Here are the answers to some of the most Frequently Asked Questions about them:

What's a Cookie?

Whenever you visit a website, your device downloads a number of small files called "cookies." The cookie lets the website recognise your particular device. This means it can remember your preferences, you can navigate between pages more quickly, as well as do a number of other useful things.

If you'd like more detailed information about cookies, you can find everything you'll need to know over at www.allaboutcookies.org and www.youronlinechoices.eu.

Why Do We Use Cookies?

We use cookies on our website to improve your experience when visiting it.

You'll only ever find First-party cookies on our site. That is to say, cookies that we've placed on our website ourselves for a very good reason. *Third-party cookies*, which are cookies placed on a website by someone who doesn't own or operate it, have no place here.

The reasons that we use specific cookies depends on what they can do. We use:

1) Essential Cookies

These do exactly what they sound like. Essential cookies make sure that our website functions correctly. So it "knows" whether you're logged in or logged out, for example.

2) Analytical Cookies

Analytical cookies are there to help us improve how our website functions. They collect strictly anonymous aggregated data which doesn't link back to you. We can then look at this data to see things like which pages most people visit for the longest length of time. Or when error messages pop up for most people.

We use analytical cookies made by three groups:

- **Google Analytics** - these cookies collect information like the length of time users spend on particular pages, which pages they visit, and which websites they visit before and afterwards. You can easily opt out of allowing Google Analytics to collect your information [here](#).
- **Optimizely** - these cookies are used to test changes we've made to our website.
- **New Relic** - these cookies track any delays and errors users experience on our site. The information that is collected is on a per-session basis and strictly anonymous.

We place all of these cookies ourselves. And though they do send data back to the group in question so that they can compile an aggregate report and send it to us, these reports are never shared with other parties.

3) Functional Cookies

Functional cookies save information about the choices you've made when using our site. They allow your experience to be personalised. Want to keep chatting to our customer care team while switching the page you're on, for instance? A functional cookie will be allowing you to do it.

4) Targeting/Advertising Cookies

These cookies make it possible for the advertisements you see on your screen to be more relevant to you. Some of these types of cookie remember information about your visit to the site, and share that information with other organisations, such as Google, Facebook, or Twitter.

Want to opt out? Easy.

You can opt out of Google's use of cookies by changing [Google's Ads Settings](#) here. You can opt out of many other vendor's cookies by visiting the [Network Advertising Initiative opt-out page](#).

How Long Do Cookies Stay On Your Device?

There are two different types of cookies in terms of the time they remain on your device, and we use them both:

1) Persistent cookies

This type of cookie remains on your device until you delete them, either manually or automatically.

2) Session cookies

These only last for a single session. When you close your browser, they get deleted.

Where Does the Information From Our Cookies Get Processed?

The servers that process the information from our cookies are located in **United Kingdom**.

Your Right to Refuse Cookies (E.U. Residents)

If you're a user based in the European Union (E.U.) you can refuse to allow cookies to be placed on your device.

How to Refuse Cookies

You can usually find information about how to stop your browser from accepting cookies in your specific browser's Help menu. You can also often get your browser to notify you when it's receiving a new cookie, or disable use of cookies completely.

If you're stuck, try consulting www.allaboutcookies.org for more information about all things cookie.

Be aware that by refusing cookies you'll most likely see any preferences you've set on our site be lost, as well as see the site not work as well. By setting your browser to refuse cookies from our site, you may also set it to refuse cookies from all websites.

Get Your Other Cookie Questions Answered

Feel free to get in touch if you've got any questions at all about our Cookies Policy. You can reach us in any of the usual ways:

- By giving us a call on **020 3746 8164**
- By typing into our chat facility
- Or by sending us an email at office@london-gutter-cleaning.co.uk Updating Our Cookie Policy

This is something we do periodically. Whenever we do though, **we'll always notify you** and post a clear notice here if this changes the way we interact with your personal information. We'll post details of even the smallest changes here in any case.

You can tell the last time we did this from the handy "last updated" figure here:

Last updated: **30th September 2015**