# Cookie Policy

This Policy explains how we Meliora Medical Group, 352-356 Battersea Park Road, London, SW11 3BY, use cookies and similar technologies whenever you use our websites - www.melioramedicalgroup.co.uk and www.return2play.org.uk.

We are committed to protecting the personal information collected when you use our Services.

## Your consent

By continuing to use our website and setting your preferences in our cookie pop up banner, you are agreeing to us placing cookies on your computer in order to analyse the way you use our website. The various types of cookies we use are explained in the table below.

Please read this policy carefully for details about the information we collect when you use this site. If you do not wish to accept cookies in connection with your use of this website, you can adjust your cookie preferences in our cookie pop up window.

## What is a cookie?

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. Unless you have adjusted your browser settings to cookies, our system will issue cookies as soon as you visit our website.

## First and third-party cookies

Whether a cookie is 'first' or 'third' party refers to the domain placing the cookie. First-party cookies are those set by a website that is being visited by the user at the time

Third-party cookies are cookies that are set by a domain other than that of the website being visited by a user (e.g. cookies placed by hubspot.com or google analytics). If a user visits our Website and another entity sets a cookie through that website, this would be a third-party cookie.

You can view a current list of our third party cookies when you visit our website. These are listed in the consent management tool.

We can legally store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies we need your permission.

## We use cookies to:
- Assist you in navigation
- Provide you with the Services or products that you have requested
- Assist in registration, login, and your ability to provide feedback
- Enabling and facilitating communication
- Analyzing your use of our products, services or applications
- Assist with our promotional and marketing efforts
- To provide social media features and to analyse our traffic
- We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs.
  - We only use this information for statistical analysis purposes.

## Categories of Cookies

| Category of cookie | Description |
|---|---|
| Necessary | Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies. |
| Preference | Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in. |
| Statistics – via Google analytics | Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously. |
| Marketing | Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers. |
| Unclassified- relevant if using Cookiebot or another tool where the categories are displayed | Unclassified cookies are cookies that we are in the process of classifying, together with the providers of individual cookies. |

## Duration / expiry of information collected via Cookies

| Type of cookie | Description |
|---|---|
| Persistent cookies | These cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie. |
| Session cookies | These cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted. |
| Nominated period | Some cookies have customised expiry periods for example, 1yr, 2 yrs etc. |

## How do I turn cookies off?

Cookies are saved to the browser, so to turn off any cookie relating to using our website, you can set your preferences in our cookie pop up banners.

You also have the option to turn off cookies for all websites by setting your cookie preferences for each browser you use. Usually most people have concerns about the use of cookies by third party advertising companies. These cookies will only ever collect anonymous data about a visit and still require your consent.

We do use some cookies that are designed to capture browsing information about a visitor outside of our own website.  Please see the table above for more information.

Further information on how to turn off all cookie use within your browsers can be found in the following links:

- Cookie settings in Internet Explorer
- Cookie settings in Firefox
- Cookie settings in Chrome
- Cookie settings in Safari

Google Analytics: These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. You can opt out of these cookies by using our cookie pop up window.

To opt out of being tracked by Google Analytics across all your personal websites visit http://tools.google.com/dlpage/gaoptout.

**Last edited: December 2020**