

IntegrityPlus

YOUR RECRUITMENT EXPERTS

Company Name:	Integrity Plus Ltd ('the Company')
Policy Name:	Cookie Policy
Date:	January 2025
Version:	Version 1
Company Contact:	Samantha Baskerville, Director. 01775 821784

This Cookie Policy explains how Integrity Plus Ltd ("we," "us," or "our") uses cookies and similar technologies on our website <https://integrityplus.co.uk> and in our email communications. By using our website or interacting with our emails, you agree to the use of cookies as described in this policy, where applicable, subject to your consent.

What Are Cookies?

Cookies are small text files stored on your device (e.g., computer, smartphone, or tablet) when you visit a website or engage with an email. They help us enhance your experience, analyse usage, and personalize our services and marketing efforts. We may also use pixel tags ("Tags") to track interactions.

How We Use Cookies

We use cookies and Tags for the following purposes:

Improving Our Services

We use cookie data to understand customer behavior, improve our website and services, and tailor future offerings, products, and marketing activities.

Cookies We Use

Below is a list of cookies currently in use on our website:

- **__cf_bm**
 - Domain: .3cx.com
 - Description: This cookie is set by Cloudflare to support Bot Management, protecting our website from malicious automated traffic. It is used in conjunction with our 3CX livechat plugin to ensure secure and efficient operation of the chat service.
 - Duration: 1 hour

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- Type: Necessary
- **callus.greeting_activated**
 - Domain: integrityplus.co.uk
 - Description: This cookie is set by our 3CX livechat plugin to manage the display of greetings or chat prompts, enhancing your interaction with our livechat support feature.
 - Duration: Never expires
 - Type: Functional
- **rc::a**
 - Domain: google.com
 - Description: Set by Google reCAPTCHA to identify bots and protect our website from spam attacks.
 - Duration: Never expires
 - Type: Necessary
- **rc::c**
 - Domain: google.com
 - Description: Set by Google reCAPTCHA to enhance website security by identifying bots.
 - Duration: Session (expires when you close your browser)
 - Type: Necessary

Your Choices and Managing Cookies

You have control over how cookies are used:

- **Consent:** We will only place non-essential cookies (e.g., functional or marketing cookies) with your prior consent, as required by GDPR. Necessary cookies, which are essential for the website to function, do not require consent.
- **Browser Settings:** You can adjust your browser to restrict or reject cookies. Check your browser's help section for instructions. Note that disabling cookies may affect website functionality, such as livechat.
- **Email Preferences:** To avoid email cookies, refrain from downloading images or clicking links. Some email clients may automatically accept cookies—refer to your device settings.

Legal Basis Under GDPR

- **Necessary Cookies:** These are essential for the website to function (e.g., security, livechat) and are based on our legitimate interest in providing a secure and operational service.
- **Functional Cookies:** Such as `callus.greeting_activated`, these enhance your experience and are used with your consent.
- **Marketing and Analytics:** We process this data based on your consent to improve our services and tailor communications.

Marketing Communications

We may use insights from your website and email interactions (e.g., clicks, page visits) to send personalized marketing emails, but only if you have explicitly consented. You can withdraw consent at any time by contacting us or unsubscribing via the link in our emails.

Sharing Your Information

We may share cookie data with:

- **Third-Party Providers:** Such as Cloudflare (via 3CX) and Google, for security and analytics.
- **Professional Advisers:** Like lawyers or accountants, for legal or administrative purposes.
- **Regulatory Authorities:** When required by law, such as under GDPR obligations.

We will obtain your consent before sharing sensitive personal data unless required by law.

Your GDPR Rights

As an EU resident, you have rights under GDPR, including:

- Access, correct, or delete your personal data.
- Restrict or object to processing.
- Withdraw consent at any time (where applicable).

To exercise these rights, contact us at samantha@integrityplus.co.uk or 01775 821784.

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Business Administration and Legal Compliance

We use cookie data to:

- Comply with legal obligations (e.g., GDPR).
- Enforce our rights or protect third-party rights.
- Resolve disputes related to our services.

Changes to This Policy

We may update this policy periodically. Changes will be posted here with an updated "Last Updated" date. Significant changes will be communicated via email or a website notice.

Contact Us

For questions about this Cookie Policy, contact:

Integrity Plus Ltd

Samantha Baskerville, Director

Email: samantha@integrityplus.co.uk

Phone: 01775 821784