Cookies Policy

November 2025

Version No	Date Issued	Update Details	Owner	Approved By	Policy Number
v3.0	February 2022	Policy in previous format	Head of IT	The Board	CG1-POL-020
v4.0	April 2023	Policy finalised following revision and review of previous policy, amendments and change of format.	Head of IT	The Board	CG1-POL-020
v4.1	August 2024	Policy reviewed, minor changes of format.	Head of IT	The Board	POL-020
v4.2	November 2025	Policy reviewed, amendments made to list of cookies.	Head of IT	The Board	POL-020

Cookies Policy

Clancy Group Holdings Limited and its subsidiaries (Clancy or we) use cookies on our website to distinguish you from other users of the website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

Policy

The purpose of this policy is to explain the cookies that we use on our website, www.theclancygroup.co.uk ("**Clancy website**") and the purposes for which we use them, for instance, in order to make your visits to the website friendlier and more efficient.

This policy is reviewed annually by the Head of IT and will be monitored for compliance by Line Managers/Supervisors within their own area of responsibility. If you have any questions or concerns at any time around any matters covered, possibly covered, or in relation to the day-to-day application of this policy speak to your manager or the Head of IT. If this policy is updated in any way, we will place an updated version on this webpage.

This policy does not form part of any contract of employment, and we may amend it at any time.

What is a cookie?

A cookie is a small file of letters and numbers that are stored on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

The use of cookies does not give Clancy access to your computer or any information about you, other than the data you have chosen to share with us when accessing our website.

Which cookies are used

We operate the Clancy Group website that is hosted by New Era Marketing Services Ltd. Hosting companies use and analyse information provided by cookies associated with these websites.

The sections below describe the range of cookies used:

Essential - these are cookies that are required for the operation of our website. Whilst these cookies are required to make navigating through websites a smooth process, you may still block these cookies by changing your internet browser's settings. However, in doing so, you should be aware that the Clancy website may not work properly.

Performance/analytical cookies - these cookies allow us to recognise and count the number of website visitors and to track how visitors navigate around and use the website. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Session cookies - the Clancy website by default, uses 'session cookies'. Session cookies allow websites to collect information (including your IP address) during a browser session. These session cookies expire at the end of a browser session so are not stored longer term.

Third-party Cookies - we have no control over third parties, including providers of external services, who may use cookies to record your visit to our website, the pages you have visited and links you

have followed in order to display advertisements relevant to your interests (targeting cookies).

Google Analytics - uses cookies to help website operators analyse how the website if used. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. You do not have to permit the use of these cookies. The use of these cookies enables us to continually improve our website. Google will not associate your IP address with any other data held by Google.

You can find more information about the individual cookies that we use and the purposes for which we use them in the table below:

Cookie	Name	Purpose	Type
Google Analytics	_ga	This cookie allows Google Analytics to determine unique visitors to the Clancy website. The cookie expires 400 days from initial creation or from update of cookie.	Analytics
Google Analytics	_ga _*	This cookie is installed by Google Analytics. The cookie expires 400 days from initial creation or from update of the cookie.	Analytics
Google reCAPCTHA	rc::a rc::d-*	These cookies allow visitors to the Clancy website to be verified as genuine visitors while blocking malicious traffic. These cookies never expire.	Essential
Google reCAPCTHA	rc::c	This cookie allows visitors to the Clancy website to be verified as genuine visitors while blocking malicious traffic. This cookie expires at the end of the visitor's session.	Session
Cloudflare Bot Management	__cf_bm	This cookie allows visitors to the Clancy website to be verified as genuine visitors while blocking malicious traffic. The cookie expires 1 hour from initial creation or update of the cookie.	Essential
Hotjar Analytics	_hjSessionUser_*	This cookie ensures data from subsequent visits to the same site is attributed to the same user ID, which persists in the Hotjar User ID, which is unique to that site. The cookie expires 1 year from initial creation or update of the cookie	Analytics
Hotjar Analytics	_hjSession_*	This cookie ensures data from subsequent visits to the same site is attributed to the same user ID, which persists in the Hotjar	Analytics

		User ID, which is unique to that site. The cookie expires 1 hour from initial creation or update of the cookie	
Hotjar Analytics	hjActiveViewportIds	This cookie stores user active viewports IDs and an expiration timestamp that is used to validate active viewports on script initialization. The cookie never expires.	Analytics
Hotjar Analytics	hjViewportId	This cookie to stores information about the user viewport such as size and dimensions. The cookie expires at the end of the visitor's session.	Session
WordPress Settings	wpEmojiSettingsSupports	This cookie is set when a visitor interacts with emojis on a WordPress site. It helps determine if the visitor's browser can display emojis properly. The cookie expires at the end of the visitor's session.	Session / Third Party

Passing on personal information

We do not pass on any personal information you have given to us to any other website or to third parties or government departments unless you give us the permission to do so, or where data protection legislation requires/permits it. Names, addresses or specific user details are not recorded from website visits and we will not attempt to identify individuals from such information unless required to investigate a breach of law or regulation.

Consenting to cookies

Clancy website users have access to their consent preferences through the website. These preferences can be changed or withdrawn at any time (essential cookies cannot be unticked, because they are necessary for the Clancy website to function properly).

How do I change my cookie settings?

You may delete and block all cookies from the Clancy website, however in doing so, parts of the website may not work exactly as intended. Similarly, if you use your browser settings to block all cookies (including strictly necessary cookies) you may not be able to access all or parts of our site.

Most web browsers allow some control of most cookies through the browser settings. You can find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

Contact Us

If you have any comments regarding the use of our websites or the content of this policy, please email ITservicedesk@theclancygroup.co.uk or write to:

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Telephone number: 01895 829769