PAYNE HICKS BEACH

COOKIE POLICY

1. Introduction

We ask that you read this cookie policy carefully as it contains important information on who we are and our use of cookies or similar technologies on our website.

This policy should be read together with our Website Privacy Policy which sets out how and why we collect, store, use and share personal information generally, as well as your rights in relation to your personal information and details of how to contact us and supervisory authorities in the event you have a complaint. Our Website Privacy Policy appears here: Website Privacy Policy.

2. Who we are

This website is operated by Payne Hicks Beach LLP, trading as Payne Hicks Beach, a firm of solicitors operating as a limited liability partnership. Payne Hicks Beach LLP is a licensed Alternative Business Structure, regulated by the Solicitors Regulation Authority under number 807106.

This cookie policy only relates to your use of our website.

Throughout our website we may link to other websites owned and operated by certain trusted third parties to make additional products and services available to you. These other third party websites may also use cookies or similar technologies in accordance with their own separate cookie polices. For privacy information relating to these other third party websites, please consult their cookie policies as appropriate.

3. Cookies

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic device) when you use our website. We use cookies and sometimes other similar tracking technologies such as web beacons, action tags, and single-pixel gifs on our website. These help us recognise your device and store some information about your preferences or past actions.

For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of your internet service provider. This information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually. We will not, in any event, have access to important personal information such as your name or address.

You can set your browser not to accept cookies and the websites and information below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on our use of cookies, including a detailed list of your information which we and others may collect through cookies, please see below.

4. Our use of cookies

Primarily, we use cookies and similar tracking technologies on this website for your convenience and to facilitate research and statistical analysis. Such analysis helps us to improve our content and better understand our users' requirements.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

5. **Types of cookies**

The cookies we place on your device generally fall into the following categories:

- **Session cookies -** these allow our website to link your actions during a particular browser session. These expire each time you close your browser and do not remain on your device afterwards;
- **Persistent cookies -** these are stored on your device in between browser sessions. These allow your preferences or actions across our website to be remembered. These will remain on your device until they expire, or you delete them from your cache;
- **Strictly necessary cookies -** these cookies are essential for you to be able to navigate our website and use its features. Without these cookies, the services you have asked for could not be provided; and
- **Performance cookies -** these cookies collect information about how you use our website, e.g. which pages you go to most often. These cookies do not collect personally identifiable information about you. All information collected by these cookies is aggregated and anonymous, and is only used to improve how our website works.

6. **The cookies we use**

The table below provides more information about the cookies we use and why:

Cookies we use	**Description**
Google Analytics	This is a web analytics service provided by Google which uses cookies to show us how visitors found and explored our site, and how we can enhance their experience. It provides us with information about the behaviour of our visitors (e.g. how long they stayed on the site, the average number of pages viewed) and also tells us how many visitors we have had. The analytics cookies used by our website have the following names: analytics.js,ga (used to distinguish users) and _gat (used to throttle request rate). Our analytics service provider's privacy policy is available at the following address: http://www.google.com/policies/privacy/.
exp_csrf_token	Protects against Cross Site Request Forgery ("**CSRF**"). A CSRF attack forces a logged-on victim's browser to send a forged HTTP request, including the victim's session cookie and any other automatically included authentication information, to a vulnerable web application. This allows the attacker to force the victim's browser to generate requests the vulnerable application thinks are legitimate requests from the victim.
exp_tracker	A temporary cookie that remains in the internet browser's folder of your computer until you close the browser. It contains the last 5 pages viewed and is typically used for form or error message returns.
exp_last_visit	This cookie remains in your browser for one year and contains the date of the user's last visit.
exp_last_activity	Remains in your browser for one year and records the time of the last page load. It is used in conjunction with the exp_last_visit cookie.

exp_sessionid	This is used when cookie and session are set as the session type. Used only for logged in members.
calltrk_fcid	This is a performance cookie that stores a unique identifier used to track form submissions when form tracking is enabled.
calltrk_landing	This is a performance cookie that stores the landing page URL so a user's source can be accurately attributed when displaying a tracking phone number.
calltrk_referrer	This is a performance cookie that stores the referring URL so user source can be accurately attributed when displaying a tracking phone number.
calltrk_session_id	This is a performance cookie that stores a unique identifier for a user's browser session so it can be associated with a phone call if one occurs.
_lo_uid	Unique identifier for the visitor.
_lo_v	Total number of visitor's visits.
_lorid	ID of the visitor's current recording.

7. **Marketing cookies**

We use HubSpot to give us the tools needed to grow our customer experience with the firm's website.

HubSpot uses first party cookies such as "essential" or "strictly necessary" cookies and third party cookies to enable it to track the interests of users to enhance your experience. HubSpot may set a number of tracking cookies when a visitor lands on our website to understand your behaviour better. As a visitor to our website please opt in or out of non-essential cookies. For detailed information on HubSpot's processing of personal data in relation to cookies and other identifiers, please refer to their policies noted below.

HubSpot's cookie policy can be found at https://legal.hubspot.com/cookie-policy and their Privacy Policy is available at: https://legal.hubspot.com/privacy-policy

8. **Consent to use cookies**

We will ask for your permission ("**consent**") to place cookies or other similar technologies on your device, except in the unlikely event that these are essential for us to provide you with a service that you have requested.

There is a prominent notice on our home page which describes how we use cookies and requests your consent to place cookies on your device.

9. **Deleting cookies**

You can delete cookies already stored on your computer; for example:

- in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11);
- in Firefox (version 47), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and

- in Chrome (version 52), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

Deleting cookies will have a negative impact on the usability of many websites.

10. **How to turn off cookies**

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commission's webpage on cookies: https://ico.org.uk/for-the-public/online/cookies/.

11. **How to contact us**

Please contact our Data Protection Officer, Jonathan Sewell, if you have any questions about this cookie policy or the information we hold about you.

Our Data Protection Officer may be contacted by telephone (020 7465 4388), email (jsewell@phb.co.uk) or post (10 New Square, Lincoln's Inn, London WC2A 3QG).

12. **Do you need extra help?**

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).

13. **Changes to this policy**

We may change this policy from time to time. When we do, we will inform you via an appropriate notice on our website.

This policy was last updated on 19 December 2022.

Schedule

Detailed information on the processing of Personal Data

1. Definitions

"**Cookies**": Small sets of data stored in the User's device.

"**Data Subject**": The natural person to whom the Personal Data refers.

"**Personal Data**" (or "**Data**"): Any information that directly, indirectly, or in connection with other information (including a personal identification number) allows for the identification or identifiability of a natural person.

"**Usage data**": Information collected automatically through this Website (or third-party services employed in this Website), which can include: the IP addresses or domain names of the computers utilised by the Users who use this Website, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilised to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilised by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

"**User**": The individual using this Website who, unless otherwise specified, coincides with the Data Subject.

"**This Website**" (or "**this Application**"): The means by which the Personal Data of the User is collected and processed.

2. Advertising

This type of service allows User Data to be utilised for advertising communication purposes. These communications are displayed in the form of banners and other advertisements on this Website, possibly based on User interests.

This does not mean that all Personal Data is used for this purpose. Information and conditions of use are shown below.

Some of the services listed below may use Cookies or other Identifiers to identify Users or they may use the behavioural retargeting technique, i.e. displaying ads tailored to the User's interests and behaviour, including those detected outside this Website. For more information, please check the privacy policies of the relevant services.

Users may also opt-out of certain advertising features through applicable device settings, such as the device advertising settings for mobile phones or ads settings in general.

Google Ad Manager (Google Ireland Limited)

Google Ad Manager is an advertising service provided by Google Ireland Limited that allows us to run advertising campaigns in conjunction with external advertising networks that we, unless otherwise specified in this document, have no direct relationship with. In order to opt out from being tracked by various advertising networks, Users may make use of Youronlinechoices. In order to understand Google's use of data, consult Google's partner policy.

This service uses the "DoubleClick" Cookie, which tracks use of this Website and User behaviour concerning ads, products and services offered.

Users may decide to disable all the DoubleClick Cookies by going to: Google Ad Settings.

Personal Data processed: Cookies; Usage Data.

Place of processing: Ireland - Privacy Policy.

3. **Managing landing and invitation pages**

This type of service helps with building and managing landing and invitation pages, i.e., pages for presenting a product or service, where you may add your contact information such as an email address.

Managing these pages means that these services will handle the Personal Data collected through the pages, including Usage Data.

4. **Tag management**

This type of service helps to manage the tags or scripts needed on this Website in a centralised fashion. This results in the Users' Data flowing through these services, potentially resulting in the retention of this Data.

Google Tag Manager (Google Ireland Limited)

Google Tag Manager is a tag management service provided by Google Ireland Limited.

Personal Data processed: Usage Data.

Place of processing: Ireland - Privacy Policy.

5. **Analytics**

The services contained in this section enable us to monitor and analyse web traffic and can be used to keep track of User behaviour.

LinkedIn conversion tracking (LinkedIn Corporation)

LinkedIn conversion tracking is an analytics service provided by LinkedIn Corporation that connects data from the LinkedIn advertising network with actions performed on this Website.

Personal Data processed: Cookies; Usage Data.

Place of processing: United States - Privacy Policy.

Google Ads conversion tracking (Google Ireland Limited)

Google Ads conversion tracking is an analytics service provided by Google Ireland Limited that connects data from the Google Ads advertising network with actions performed on this Website.

Personal Data processed: Cookies; Usage Data.

Place of processing: Ireland - Privacy Policy.

Google Analytics (Google Ireland Limited)

Google Analytics is a web analysis service provided by Google Ireland Limited ("**Google**"). Google utilises the Data collected to track and examine the use of this Website, to prepare reports on its activities and share them with other Google services.

Google may use the Data collected to contextualise and personalise the ads of its own advertising network.

Personal Data processed: Cookies; Usage Data.

Place of processing: Ireland - Privacy Policy - Opt Out.

Twitter Ads conversion tracking (Twitter, Inc.)

Twitter Ads conversion tracking is an analytics service provided by Twitter, Inc. that connects data from the Twitter advertising network with actions performed on this Website.

Personal Data processed: Cookies; Usage Data.

Place of processing: United States - Privacy Policy.

6. **Data transfer outside the UK**

Many of our external third parties are based outside the UK so their processing of your personal data will involve a transfer of data outside the UK.

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data in accordance with the UK General Data Protection Regulations ("**UK GDPR**").

Where we use certain service providers, we may use specific contracts approved such as standard contractual clauses for use in the UK in accordance with the UK GDPR which give personal data the same protection it has in the UK.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

Personal Data processed: various types of Data.

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