



## Cookie Policy

Cookies are small text files that are sent by the websites you visit for a number of purposes. This includes to make those websites work, or work more efficiently, and to recognise who you are when you return there. The files are stored on your computer's hard drive and are read by your web browser.

You can manage your cookie preferences at any time by clicking on ['Manage cookie preferences'](#) in the footer of our website.

Alternatively, you can set your browser so that it will not accept and store any cookies, or if you have a little more time and knowledge you are able to allow only certain trusted sites to store cookies on your computer.

For more information visit: [www.allaboutcookies.org](http://www.allaboutcookies.org) or [www.aboutcookies.org](http://www.aboutcookies.org).

The table below explains the cookies we use and why we use them. It also includes information on the third party cookies we use and how data may be shared.

### Necessary cookies

These cookies are needed for the website to work .You can't switch these cookies off on our website. You may disable these in your browser settings, but this may affect how the website functions for you.

Cookie	Usage	Duration
RHP.AuthToken	Set by the website and required to authenticate requests (security).	End of browser session
RHPAuthCookie	Used as part of the login process to control access to content	End of browser session
RHP_SelectedAccount	Used in conjunction with RHP.AuthToken to identify the account number you are currently viewing	End of browser session
ASP.NET_SessionId	Used to identify the user's session on the server	End of browser session
__RequestVerificationToken	Used to stop unauthorised posting of content to a website, known as Cross-Site Request Forgery	End of browser session
currentCustomPaymentValue	Used as part of the payment process	End of browser session
OptanonConsent	Set after visitors have seen a cookie information notice and in some cases only when they actively close the notice down.	1 year
OptanonAlertBoxClosed	Set after visitors have seen a cookie information notice and in some cases only when they actively close the notice down.	1 year
_wc_cust_guid_	Used as part of the web chat to provide web chat service	1 day
_eiwebchat_session	Used as part of the web chat to provide web chat service	1 day
_eiwebchat_lastvisit	Used as part of the web chat to provide web chat service	1 Month

### Performance cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They let us know which pages are the most and least popular and allows us to see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous.

The site uses a service from google; google analytics. Further information on google analytics is available at <https://support.google.com/analytics/answer/6004245>



You can opt-out of google analytics by using a browser add-on provided by google  
<https://tools.google.com/dlpage/gaoptout>

Google details the data retention at <https://support.google.com/analytics/answer/7667196>

Further information can be found at  
<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookies-user-id>

Cookie	Usage	Duration
__utma (Google Analytics)	Used to distinguish users and sessions	2 years from set/update
__utmb (Google Analytics)	Used to determine whether the user was in a new session/visit.	End of browser session
__utmt (Google Analytics)	Used to throttle request rate.	10 minutes
__utmz (Google Analytics)	Stores the traffic source or campaign that explains how the user reached our site	6 months from set/update
_ga (Google Analytics)	Used to determine if two distinct hits belong to the same user, to achieve this a unique identifier.	2 years from set/update
_gid (Google Analytics)	Used to store and update a unique value for each page visited	0 days
_gat_UA-120750349-1 (Google Analytics)	Used to limit the amount of data recorded by Google on high traffic volume websites	729 days
_ga_3YL38FCD5H (Google Analytics)	Used to distinguish unique users by assigning a randomly generated number as a client identifier	729 days

### **Functional cookies**

These cookies provide enhanced functionality and personalisation by allowing the website to remember choices you have made to improve your experience. You can switch these cookies on or off at any time.

Cookie	Usage	Duration
_Vuid (Vimeo)	Used by the Vimeo video player	729 days

### **Tags and other cookie-like technology**



This website uses Cloudflare. Cloudflare's global network enhances security, performance, and reliability of sites.

Further information on Cloudflare is available at <https://developers.cloudflare.com/fundamentals/>

### **Mouseflow**

This website uses Mouseflow a website analytics tool that provides session replay, heatmaps, funnels, form analytics, feedback campaigns, and similar features/functionality. Mouseflow may record your clicks, mouse movements, scrolling, form fills (keystrokes) in non-excluded fields, pages visited and content, time on site, browser, operating system, device type (desktop/tablet/phone), screen resolution, visitor type (first time/returning), referrer, anonymized IP address, location (city/country), language, and similar meta data. Mouseflow does not collect any information on pages where it is not installed, nor does it track or collect information outside your web browser. If you'd like to opt-out, you can do so at <https://mouseflow.com/opt-out>. If you'd like to obtain a copy of your data, make a correction, or have it erased, please contact us first or, as a secondary option, contact Mouseflow at [privacy@mouseflow.com](mailto:privacy@mouseflow.com).

For more information, see Mouseflow's Privacy Policy at <http://mouseflow.com/privacy/>

For more information on Mouseflow and GDPR, visit <https://mouseflow.com/gdpr/>

### **Logging**

When you visit this website, we collect website usage information and information about your computer and internet connection, location (region), the type, and version of the browser and operating system you use as well as the activity you are performing.

We use this information to ensure, that our site is compatible with the browsers and operating systems used by most of our visitors. We also use it to improve our understanding of customer needs in developing the website.

Log information may be used by our helpdesk to check a caller's identity in the event of an account query related to a particular session.