

COOKIE POLICY

BACKGROUND:

This website <https://www.arklight.co.uk> ("Our Site") uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur when you press the "accept" button on Our Cookie banner. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1 Definitions and Interpretation

1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

"Cookie"	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and, where applicable, the UK GDPR;
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by the UK GDPR and the Data Protection Act 2018 (the "Data Protection Legislation"); and
"We/Us/Our"	means Arklight Solutions Limited, a limited company registered in England under company number 12912690, whose registered address is Unit W8A, The Knoll Business Centre, 325-327 Old Shoreham Road, Hove, BN3 7GS, United Kingdom.

2 Information About Us

- 2.1 Our Site is owned and operated by Arklight Solutions Limited.
- 2.2 Our Data Protection Officer is Henry Dobson, and can be contacted by email at info@arklight.co.uk or by telephone on +44 (0)330 043 1526.
- 2.3 We are regulated by Employment Agency Standards Inspectorate (EAS) and The Information Commissioner's Office (ICO).
- 2.4 We are a member of The Association of Professional Staffing Companies (APSCo).

3 How Does Our Site Use Cookies?

3.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

3.2 By using Our Site, you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site for analytics of website use to help us understand and improve the website for you. For more details, please refer to section 4 below.

3.3 All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

3.3.1 **Strictly Necessary Cookies**

A Cookie falls into this category if it is essential to the operation of Our Site, supporting functions such as logging in, your shopping basket, and payment transactions.

3.3.2 **Analytics Cookies**

It is important for Us to understand how you use Our Site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping Us to improve Our Site and your experience of it.

3.3.3 **Functionality Cookies**

Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

3.3.4 **Targeting Cookies**

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site more relevant to your interests.

3.3.5 **Third Party Cookies**

Third party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be used third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

3.3.6 **Persistent Cookies**

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

3.3.7 Session Cookies

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

3.4 Cookies on Our Site are not permanent and will expire as indicated in the table below.

3.5 For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Notice <https://www.arklight.co.uk/files/privacy-notice.pdf>.

3.6 For more specific details of the Cookies that We use, please refer to the table below.

4 What Cookies Does Our Site Use?

4.1 The following first party Cookies may be placed on your computer or device.

Name of Cookie	TTL	Purpose & Type	Provider	Strictly Necessary
csr* / *csr* / *csr, zmpncc, zfccn	Session	Used for website security	Zoho Corporation Limited	Yes
Alphanumeric cookies of length 10 characters(eg: 467aef24c7)	Session	Load balancing and session stickiness	Zoho Corporation Limited	Yes
zcglobal_cookie_optOut	180 days	To store the cookie opt-out preference in a particular session	Zoho Corporation Limited (Sites)	Yes
gdpr_arklight__donottrack	30 days	To store the do-not-track preference in a particular session	Zoho Corporation Limited (SalesIQ)	Yes
uesign	30 days	Validate client ID while loading previous visit chats	Zoho Corporation Limited (SalesIQ)	No
zpc< projectkey>	1 year	Used to ensure that the banner does not reappear to the same visitor on your website.	Zoho Corporation Limited (PageSense)	No

4.2 The following third party Cookies may be placed on your computer or device:

Name of Cookie	TTL	Purpose & Type	Provider	Strictly
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				Necessary
Alphanumeric cookies of length 10 characters(eg: 467aef24c7)	Session	Load balancing and session stickiness	Zoho Corporation Limited	Yes
LS_CSRF_TOKEN	Session	This cookie is used for security purposes in order to avoid Cross-Site Request Forgery, (CSRF) for the AJAX calls made by the visitor	Zoho Corporation Limited (SalesIQ)	Yes

4.3 Our Site uses analytics services provided by

. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

4.4 The analytics service(s) used by Our Site use(s) analytics Cookies to gather the required information.

4.5 The analytics service(s) used by Our Site use(s) the following analytics Cookies:

Name of Cookie	TTL	Purpose & Type	Provider	Strictly Necessary
	90 days		Zoho Corporation Limited (Sites)	
zsstssn	30 minutes	To detect the pages visited in a particular session	Zoho Corporation Limited (Sites)	No
zft-sdc	1 day	This cookie stores metadata (entrances, source etc) of a session which is used by full tracking.	Zoho Corporation Limited (Analytics)	No
^zsc[0-9a-z]{32}\$	1 day	This cookie is set when a new session is started in full tracking. This cookie is used to identify the current session for full	Zoho Corporation Limited (Analytics)	No

		tracking.		
<screenname>- _zldp	2 years	This cookie identifies the unique visitors for the website	Zoho Corporation Limited (SalesIQ)	
<screenname>- _zldt	1 day	This cookie identifies unique visits for a visitor in the website	Zoho Corporation Limited (SalesIQ)	
zabUserId	1 year	Used for identifying individual visitors along with the status of new and returning visitors.	Zoho Corporation Limited (PageSense)	No
zps-tgr-dts	1 year	This cookie contains session level metadata related to pagesense triggers.	Zoho Corporation Limited (PageSense)	No

4.6 Cookies that are not provided by Us may be added, removed or changed by their providers. For the latest information about cookies that could be used on Our Site, use the following links:

4.6.1 <https://www.zoho.com/privacy/cookie-policy.html>

4.6.2 <https://www.zoho.com/sites/cookie-policy/>

4.6.3 <https://www.zoho.com/pagesense/cookie-policy.html>

4.6.4 <https://www.zoho.com/salesiq/cookies-policy.html>

5 Consent and Control

5.1 Before Cookies are placed on your computer or device, you will be shown a requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies unless those Cookies are strictly necessary; however certain features of Our Site may not function fully or as intended. You will be given the opportunity to allow and/or deny different categories of Cookie that We use. You can return to your Cookie preferences to review and/or change them at any time by . You may need to remove existing site data and cookies for Our Site in order to effectively change your preferences.

5.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

- 5.3 The links below provide instructions on how to control Cookies in all mainstream browsers:
- 5.3.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 5.3.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 5.3.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 5.3.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB
 - 5.3.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
 - 5.3.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
 - 5.3.7 Android:
<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en>
(Please refer to your device's documentation for manufacturers' own browsers)

6 Changes to this Cookie Policy

- 6.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.
- 6.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

7 Further Information

- 7.1 If you would like to know more about how We use Cookies, please contact Us at info@arklight.co.uk, by telephone on .
 - 7.1.1 For more information about privacy, data protection and our terms and conditions, please visit the following:
 - 7.1.2 <https://www.arklight.co.uk/files/privacy-notice.pdf>;
 - 7.1.3 <https://www.arklight.co.uk/files/terms-and-conditions.pdf>.