

# STAND & DELIVER

Learning & Development

## Cookie Policy

Version 1.0 | June 2026

Website	www.standanddeliver.co.uk
Data controller	Stand & Deliver Learning & Development (Stand & Deliver Limited)
ICO registration	ZB865829 (registered 12 February 2025)
Address	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL
Contact	Malin Patel   info@standanddeliver.co.uk   01254 693999
Effective date	June 2026
Next review	June 2027

This Cookie Policy explains what cookies are, how we use them on the Stand & Deliver website at [www.standanddeliver.co.uk](http://www.standanddeliver.co.uk), and how you can manage your cookie preferences. It should be read alongside our Privacy Policy, which sets out the full details of how we collect and use personal data.

We are committed to being transparent about the cookies we use and to complying with the Privacy and Electronic Communications Regulations 2003 (PECR), the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018.

## 1. What Are Cookies?

A cookie is a small text file that a website places on your device (computer, tablet or mobile phone) when you visit it. Cookies are widely used by websites to make them work more efficiently, to provide functionality, and to give website owners information about how their site is being used.

Cookies can be:

- Session cookies: temporary cookies that are deleted when you close your browser.
- Persistent cookies: cookies that remain on your device for a set period of time, or until you delete them manually.
- First-party cookies: cookies set directly by the website you are visiting (in this case, Stand & Deliver).
- Third-party cookies: cookies set by a domain other than the website you are visiting, typically by third-party services such as analytics tools or social media platforms embedded in the site.

Similar technologies such as web beacons, pixels and local storage may work in a comparable way to cookies. References to cookies in this Policy include these similar technologies where applicable.

## 2. How We Use Cookies

We use cookies on our website for the purposes described below. We have categorised our cookies in line with the guidance published by the Information Commissioner's Office (ICO).

### 2.1 Strictly Necessary Cookies

These cookies are essential for our website to function and cannot be switched off. They are usually set in response to actions you take, such as setting your privacy preferences, logging in, or filling in forms. Without these cookies, parts of the website may not work properly.

Strictly necessary cookies do not require your consent under PECR. We do not need to ask for your permission to place them.

Cookie Name	Purpose	Duration	Type
session_id	Maintains your session as you navigate between pages	Session	First-party
csrf_token	Protects against cross-site request forgery attacks	Session	First-party
cookie_consent	Stores your cookie preferences so you are not asked again on each visit	12 months	First-party

## 2.2 Analytical and Performance Cookies

These cookies allow us to count visits and understand how visitors use our website, so that we can measure and improve its performance. All information collected is aggregated and does not identify individual users. We use this data to understand which pages are most popular, how visitors navigate the site, and where improvements can be made.

These cookies require your consent and will only be placed if you accept them.

Cookie Name	Purpose	Duration	Type
_ga	Google Analytics: distinguishes unique users by assigning a randomly generated number	2 years	Third-party (Google)
_ga_*	Google Analytics: stores and counts page views	2 years	Third-party (Google)
_gid	Google Analytics: distinguishes users	24 hours	Third-party (Google)
_gat	Google Analytics: used to throttle request rate	1 minute	Third-party (Google)

We use Google Analytics to analyse website traffic. Google Analytics processes anonymised data about your visit to our website. The data is processed by Google LLC. For further information about how Google uses data, please visit [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). You may opt out of Google Analytics across all websites using the Google Analytics Opt-out Browser Add-on, available at [tools.google.com/dlpage/gaoptout](http://tools.google.com/dlpage/gaoptout).

## 2.3 Functionality Cookies

These cookies allow the website to remember choices you make (such as your preferred language or region) and provide enhanced, more personal features. If you disable these cookies, some functionality may not work as intended.

These cookies require your consent and will only be placed if you accept them.

Cookie Name	Purpose	Duration	Type
lang_pref	Remembers your language or region preference	12 months	First-party
form_prefill	Pre-fills form fields on return visits to improve your experience	30 days	First-party

## 2.4 Marketing and Targeting Cookies

We do not currently use marketing or targeting cookies on our website. We do not serve personalised advertisements or use cookies to track your browsing activity across other websites for advertising purposes. If this changes in the future, we will update this Cookie Policy and seek your consent before placing any such cookies.

## 3. Third-Party Cookies and Embedded Content

Our website may include links to, or embedded content from, third-party services such as ILM's website, LinkedIn, and other platforms. These third parties may set their own cookies when you interact with their content. We do not control these cookies and are not responsible for them. You should refer to the relevant third party's own cookie or privacy policy for further information.

The main third-party services that may set cookies in connection with our website are:

Third Party	Purpose	Further Information
Google LLC (Google Analytics)	Website analytics and performance measurement	<a href="https://policies.google.com/privacy">policies.google.com/privacy</a>
ILM / City & Guilds	Links to ILM learner resources and qualification information	<a href="http://www.i-l-m.com/privacy">www.i-l-m.com/privacy</a>
LinkedIn	Social sharing and professional networking functionality, if enabled	<a href="https://www.linkedin.com/legal/cookie-policy">www.linkedin.com/legal/cookie-policy</a>

## 4. Your Cookie Consent

### 4.1 How We Obtain Consent

When you first visit our website, you will be presented with a cookie consent banner that allows you to accept or decline non-essential cookies. You may:

- accept all cookies, including analytical and functionality cookies;
- reject all non-essential cookies, accepting only strictly necessary cookies; or
- manage your preferences in detail by category.

Your preferences will be stored for 12 months. If you do not make a choice, only strictly necessary cookies will be placed.

### 4.2 Changing Your Cookie Preferences

You can change or withdraw your cookie consent at any time by:

- clicking the 'Cookie Settings' link in the footer of our website; or
- adjusting the settings in your browser (see Section 5 below).

Please note that if you withdraw consent for analytical or functionality cookies, some features of the website may not work as intended. Withdrawing consent does not affect the lawfulness of any processing carried out before withdrawal.

### 4.3 Legal Basis for Cookie Processing

Under PECR, we require your consent before storing or accessing any cookie on your device that is not strictly necessary. For cookies involving the processing of personal data, we additionally rely on the lawful bases set out in our Privacy Policy.

Strictly necessary cookies are placed on the basis of our legitimate interests in providing a functioning website. All other cookies are placed only with your consent.

## 5. Managing Cookies in Your Browser

Most web browsers allow you to control cookies through their settings. You can typically:

- view the cookies stored on your device;
- delete individual cookies or all cookies;
- block cookies from specific websites; and
- block all third-party cookies.

Please be aware that restricting cookies may affect the functionality of our website and other websites you visit. The following links provide guidance on managing cookies in the most common browsers:

Browser	Cookie Settings Guidance
Google Chrome	<a href="https://support.google.com/chrome/answer/95647">support.google.com/chrome/answer/95647</a>
Mozilla Firefox	<a href="https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer">support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer</a>
Microsoft Edge	<a href="https://support.microsoft.com/en-gb/windows/manage-cookies-in-microsoft-edge">support.microsoft.com/en-gb/windows/manage-cookies-in-microsoft-edge</a>
Apple Safari (desktop)	<a href="https://support.apple.com/en-gb/guide/safari/sfri11471/mac">support.apple.com/en-gb/guide/safari/sfri11471/mac</a>
Apple Safari (iOS)	<a href="https://support.apple.com/en-gb/HT201265">support.apple.com/en-gb/HT201265</a>
Opera	<a href="https://help.opera.com/en/latest/web-preferences/#cookies">help.opera.com/en/latest/web-preferences/#cookies</a>

For information about managing cookies across all browsers, you may also visit the ICO's guidance at [ico.org.uk/for-the-public/online/cookies](https://ico.org.uk/for-the-public/online/cookies).

## 6. Do Not Track

Some browsers include a 'Do Not Track' feature that signals to websites that you do not wish to be tracked. Our website does not currently respond to Do Not Track signals, as there is no universally accepted standard for how websites should respond to them. You can manage your preferences using the cookie consent options described in Section 4 and Section 5.

## 7. Cookies and Personal Data

Some of the cookies described in this Policy may collect personal data, or may be associated with personal data that you have provided to us (for example, if you are logged in to a client area of our website). Where cookies involve the processing of personal data, we handle that data in accordance with our Privacy Policy, which is available on our website and on request.

Our Privacy Policy sets out your full rights in relation to personal data, including your rights of access, rectification, erasure and objection. To exercise any of these rights, please contact us using the details below.

## 8. Contact Us

If you have any questions about this Cookie Policy or about how we use cookies on our website, please contact us:

<b>Contact name</b>	Malin Patel
<b>Role</b>	Director, Stand & Deliver Learning & Development
<b>Address</b>	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL
<b>Telephone</b>	01254 693999
<b>Email</b>	info@standanddeliver.co.uk
<b>Website</b>	www.standanddeliver.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe we are not handling cookies or personal data in accordance with the law. The ICO can be contacted at [www.ico.org.uk](http://www.ico.org.uk) or on 0303 123 1113.

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## 9. Changes to This Cookie Policy

We review this Cookie Policy at least once a year and update it whenever our use of cookies changes or when required by changes in law or ICO guidance. The current version is always available on our website at [www.standanddeliver.co.uk](http://www.standanddeliver.co.uk) and on request.

Where we make material changes to this Policy, we will notify you by displaying a new cookie consent banner on your next visit to our website.

<b>Version</b>	1.0
<b>Date issued</b>	June 2026
<b>Next review</b>	June 2027
<b>Authorised by</b>	Malin Patel, Director, Stand & Deliver Learning & Development

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