

TW1 HEALTHCARE COMMUNICATIONS LTD COOKIE POLICY

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At TW1 Healthcare Communications Ltd ('TW1HC', 'we', 'us', or 'our') we use cookies and similar tracking technologies to improve your experience on our website <https://www.tw1hc.co.uk/> (the 'Site'). This Cookie Policy explains what cookies are, how we use them, and how you can manage or disable them.

By continuing to use our Site, you consent to our use of cookies in accordance with this policy.

1. What Are Cookies?

Cookies are small text files that are stored on your device (computer, tablet, or mobile) when you visit a website. They allow websites to remember your preferences, improve the browsing experience, and gather information about your interaction with the site.

2. Types of Cookies We Use

We use the following types of cookies on our Site:

a. Strictly Necessary Cookies

These cookies are essential for the website to function properly. They enable basic features such as page navigation and access to secure areas of the website. The Site cannot function properly without these cookies.

Examples:

- Session cookies to maintain your login session (if applicable).
- Security-related cookies to prevent fraudulent use.

b. Performance and Analytics Cookies

These cookies help us understand how visitors interact with our Site by collecting and reporting information anonymously. This helps us improve the performance and design of our website.

Examples:

- Google Analytics or similar tools to monitor website traffic and usage patterns.
- Heatmap tools to track user interactions.

c. Functionality Cookies

These cookies allow our Site to remember your preferences (such as language settings) and provide enhanced, more personalised features.

Examples:

- Remembering your login details or preferences for future visits.
- Storing user settings like font size or layout customisations.

d. Targeting/Advertising Cookies

We do not use targeting or advertising cookies.

Examples:

- Cookies used by third-party advertising networks (e.g., Google Ads, Facebook) to track your browsing activity across different websites.

3. Third-Party Cookies

Some cookies may be set by third parties when you interact with content on our Site. These third parties may include social media platforms and advertising networks. We do not control these cookies, and their use is subject to the respective third-party privacy policies.

Examples of third-party cookies:

- Social media sharing tools (e.g., Facebook, Twitter).
- Embedded content such as videos or widgets from other websites.

4. Why We Use Cookies

We use cookies for the following purposes:

- To improve website functionality: Cookies help us ensure that the website works efficiently and that pages load correctly.
- To enhance user experience: Cookies allow us to remember your preferences, such as language or region, so you don't have to input them each time you visit the Site.
- To analyse usage: Cookies help us understand how you use the Site, enabling us to optimise it for better performance and user experience.

5. Managing Cookies

You have control over the use of cookies on our Site. You can manage or disable cookies at any time by adjusting the settings in your browser. Please note that if you disable certain cookies, some features of the Site may not work properly. Here's how you can manage cookies on different browsers:

- Google Chrome: Go to "Settings" > "Privacy and Security" > "Cookies and other site data".
- Mozilla Firefox: Go to "Options" > "Privacy & Security" > "Cookies and Site Data".
- Safari: Go to "Preferences" > "Privacy" and manage your cookie settings.
- Microsoft Edge: Go to "Settings" > "Privacy, search, and services" > "Cookies and site permissions".

You can also use browser extensions or third-party tools to block cookies.

6. Your Choices Regarding Cookies (Under GDPR)

If you are located in the European Economic Area (EEA), we will obtain your consent before placing cookies on your device (except for strictly necessary cookies). You can choose to accept or decline the use of cookies by using the cookie consent banner that appears when you visit our Site. You also have the right to:

- Withdraw your consent to the use of non-essential cookies at any time.
- Access and erase any data collected via cookies (where applicable).

To exercise your GDPR rights regarding cookies or for more information, please contact us at info@tw1hc.co.uk

7. Updates to This Cookies Policy

We may update this Cookies Policy from time to time. Any changes will be posted on this page, and the 'Effective Date' at the top will be updated accordingly. We encourage you to review this policy periodically for any changes.

8. Contact Us

If you have any questions about our use of cookies or this Cookie Policy, please contact us at: info@tw1hc.co.uk

NAME	TRACY WILLMOTT
POSITION	Director
DATE	1 July 2026