

Copping Unknown: Web Compliance, Cookie & Accessibility Policy

This policy sets out the digital standards, cookie governance, and accessibility commitments governing websites designed, operated, and maintained by Copping Unknown ("we", "us", "our"). We believe in building digital architecture that is technically robust, legally compliant, and accessible to everyone.

Integration & Governance Scope

- **Purpose:** This document explains how we deploy tracking technologies, safeguard user privacy, manage cookie categories, and enforce accessibility standards across our digital presence and client frameworks.
- **Standards Alignment:** Our digital operations are maintained in strict alignment with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR), and the Web Content Accessibility Guidelines (WCAG 2.1 / 2.2 Level AA).

Cookie Governance & Technical Architecture

- **What Are Cookies:** Cookies and local storage technologies are small text files placed on your device to ensure core website functionality, enhance security, and facilitate seamless interactions with our digital tools.
- **Strictly Necessary Cookies:** These files are essential for the safe and correct operation of our Webflow hosting environment, asset delivery, and form security. Under UK PECR, strictly necessary cookies do not require prior consent because the website cannot function safely without them.
- **Non-Essential Cookies (Analytics & Performance):** To understand site performance, page load times, and navigation journeys, we may deploy analytical tools. These cookies collect aggregate information without identifying individual users. They allow us to optimise site architecture and improve user experience across different devices.
- **Non-Essential Cookies (Functional & Preferences):** These cookies remember choices you make (such as interface settings or consent preferences) to provide a more personalised, consistent experience on return visits.
- **Third-Party Scripts & Embedded Tools:** Where third party widgets, interactive tools, or embedded media are integrated, they are governed by their respective providers' privacy policies. All nonessential third party scripts remain dormant until explicit consent is granted.
- **Social Media Links:** Our website provides direct text links to official Copping Unknown channels. Clicking an external link opens a new tab on that platform, which operates under its own independent cookie and privacy terms.

User Choice, Consent Control & PECR Compliance

- **Prior Consent Mechanism:** In strict compliance with UK PECR, all nonessential cookies (including analytics and functional trackers) are blocked by default. They are only loaded after you give active, explicit consent via our on-site consent banner.
- **Granular Options:** You have the freedom to accept all cookies, reject all non-essential cookies, or manage your preferences on a category basis directly from our banner at any time.
- **Withdrawing Consent:** You can update or revoke your cookie choices at any time by revisiting our on-site settings link or clearing your browser cookies.
- **Browser Controls:** You can inspect, block, or delete cookies via your web browser settings. Restricting strictly necessary cookies may impact the layout, stability, or interactive features of our website.
- **Marketing Restrictions:** We do not deploy tracking pixels or marketing cookies to harvest personal data or special category health information for advertising or ad-retargeting networks.

Commitment to Digital Accessibility (WCAG Standards)

- **Our Ethos:** We believe that every digital space should be as barrier-free and inclusive as possible. Drawing on professional operational experience within CQC-regulated social care and custodial environments, we treat accessibility as an essential technical standard rather than an afterthought.
- **Target Standard:** We actively design, structure, and build our Webflow environments to meet or exceed WCAG 2.1 Level AA criteria (and emerging WCAG 2.2 recommendations).
- **Semantic HTML Structure:** We enforce clean heading hierarchies (H1 to H6), landmark elements (main, nav, header, footer), and descriptive labels across all forms and interactive controls to support screen readers and assistive technology.
- **Perceivable Design:** Visual layouts maintain high-contrast colour ratios compliant with AA contrast thresholds (minimum 4.5:1 for standard text), fluid typography scaling, and descriptive alternative text ("Alt-Text") for meaningful images.
- **Operable Navigation:** All navigation, interactive triggers, modals, and buttons are designed to be fully operable via keyboard navigation alone, featuring clear visual focus states for users with motor impairments.
- **Cognitive Accessibility:** Content is written in clear, concise language that avoids unnecessary technical jargon, structured with scannable layouts and predictable navigation flows.

Feedback, Remediation & Review Timelines

- **Continuous Refinement:** Digital accessibility is an ongoing discipline of testing and improvement. While we test against Level AA criteria, we recognize that new devices, software updates, or content iterations may occasionally create unforeseen barriers.
- **Reporting an Accessibility Barrier:** If you encounter any technical barrier, visual difficulty, or navigation issue on our website, we encourage you to notify us directly via coppingunknown@gmail.com with the subject line "ACCESSIBILITY BARRIER".
- **Response Commitment:** We log and review accessibility feedback with the same rigour as our formal complaints policy. We will acknowledge your report within 4 working days, provide an initial assessment within 14 working days, and deploy necessary code or layout remediations as quickly as technically feasible.
- **Annual Policy Audit:** This policy undergoes a formal review annually to maintain full compliance with evolving UK statutory guidance, ICO recommendations, and W3C digital standards.