Resilient Me Cookies Policy

Resilient Me's webhost puts small files (known as 'cookies') onto your computer to collect information about how you browse the site.

Cookies are used to:

- Measure how you use the website so it can be updated and improved based on your needs
- Remember the notifications you've seen so that we don't show them to you again

These cookies aren't used to identify you personally.

You'll normally see a message on the site before we store a cookie on your computer/device(s).

Find out more about [how to manage cookies](#).

How cookies are used on resilientme.co.uk

Measuring website usage (Google Analytics)
We use Google Analytics software to collect information about how you use our site. We do this to help make sure the site is meeting the needs of its users and to help us make improvements, for example, improving site search.

Google Analytics stores information about:

- The pages you visit on
- How long you spend on each page
- How you got to the site
- What you click on while you're visiting the site

We don't collect or store your personal information (for example your name or address) in this way so that information can't be used to identify who you are.

We don't allow Google to use or share our analytics data.

Google Analytics sets the following cookies:

Universal Analytics

Name	Purpose	Expires
_ga	This helps us count how many people visit, by tracking if you've visited before	2 years
_gid	This helps us count how many people visit, by tracking if you've visited before	24 hours
_gat	Used to manage the rate at which page view requests are made	10 minutes

Google Analytics

Name	Purpose	Expires
_utma	Like _ga, this lets us know if you've visited before, so we can count how many of our visitors are new to the site or to a certain page	2 years
_utmb	This works with _utmc to calculate the average length of time you spend on the site	30 minutes
_utmc	This works with _utmb to calculate when you close your browser	when you close your browser
_utmz	This tells us how you reached the site (for example from another website or a search engine)	6 months

Site events

Name	Purpose	Expires
analytics_next_page_call	This lets us know the next page you visit, so we can make journeys better	when you close your browser
[name]_contact_referrer	This lets us know the last page you visited before using the contact form	1 day

You can opt out of Google Analytics cookies.

JavaScript detection

We measure how many people visiting are using JavaScript.

Name	Purpose	Expires
JS-Detection	This tells us if you are browsing the site while running JavaScript	1 year

Our introductory message

You may see a pop-up welcome message when you first visit the site. We'll store a cookie so that your computer knows you've seen it and knows not to show it again.

Name	Purpose	Expires
seen_cookie_message	Saves a message to let us know that you've seen our cookie message	1 month

Messages across the site

We might display a message on all pages to tell you about an important event or situation. We'll save a cookie that will let us know how many times you've seen it, or if you've dismissed it.

Name	Purpose	Expires
global_bar_seen	Remembers the number of times you've seen the message, or if you've dismissed it	12 weeks

Making secure connections to websites

Your browser uses cookies to make secure connections to websites with a 'https' URL. There are different versions for different levels of security.

Name	Purpose	Expires
TLSVersion	Tells us the highest version of TLS your browser uses so we can decide which versions to keep supporting	When you close your browser

External sites

Some pages include links to external sites run by other organisations. Those providers may implement similar or other cookies and, if so, will have their own cookies policy.

Our surveys

We select some users to take part in a survey. We use third-party survey platforms. If you take part, those sites adopt their own cookies and related policies, with regard to tracking your progress through a survey.

Implementation of future cookies

From time to time, we may adopt further functionality on the site. For instance, this may include a web chat feature to help you with problems you might have with content and services. We will update our Cookie Policy as and when appropriate. Please check back periodically, if you wish to learn more about usage.