

Cookie Policy and how we use them

What are Cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. You can find more information about cookies at: www.allaboutcookies.org and www.youronlinechoices.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

There are two broad types of cookies - 'first party cookies' and 'third party cookies':

First party cookies are cookies that are served directly by the website operator to your computer, and are often used to recognise your computer when it revisits that site and to remember your preferences as you browse the site. Twins Trust uses these cookies.

Third party cookies are served by a service provider on behalf of the website operator, and can be used by the service provider to recognise your computer when you visit other web sites. Third party cookies are most commonly used for web site analytics or advertising purposes.

In addition, cookies may be either 'session cookies' or 'persistent cookies'. Your computer automatically removes session cookies once you close your browser. Persistent cookies will survive on your computer until an expiry date specified in the cookie itself, is reached. Twins Trust uses both session and persistent cookies.

The cookies used on the Twins Trust website have been categorised based on the categories found in the [ICC UK Cookie guide](#). A full list of all the cookies are available in the [ICC UK Cookie guide](#), and the following outline what are used on this website by category:

- 1. Strictly necessary cookies:** These cookies are essential for the user to move around the website and to use its features, e.g. shopping baskets and e-billing. They are necessary to enable services you have specifically asked for.
- 2. Performance cookies:** These cookies collect information about how the user makes use of the site, e.g. which pages the user visits most. These cookies do not collect information that identifies the user.
- 3. Functionality cookies:** These cookies remember choices made by or attributes of the user and enhance the features and content you experience during your visit to our website, e.g. language,

appeals visited or user's location. This cookie is also used to remember a user's preferences for a font size, or customisable parts of a web page.

What Information do we collect using Cookies?

We may collect some, or all, of the information available from cookies when you visit our website, depending on how you use it. We monitor how people use our website so we can improve it. We collect this information anonymously.

However, you can choose to use our website anonymously without giving us any information. Please see 'Changing your cookie preferences' below.

If you visit our website, we may use cookies to record information about:

- the areas of the website you visit;
- the amount of time you spend on the site;
- whether you are new to the site, or have visited it before;
- the country, region, city and/or borough associated with your IP address or device;
- how you came to our website – for example, through an email link or a search engine;
- the type of device and browser you use;
- how you use the website and the quality of your experience – for example we may track your bandwidth when viewing videos;
- how you interact with our donation and sign up forms – for example what you select as your communication preferences;
- and any error messages that you receive on the site

We use cookies to track how visitors come to our site. For example, we use marketing or referring tracking codes in internet addresses (URLs) to show us whether a visitor has come to our site via a link on a referring website or in a specific piece of marketing to give us insight into the effectiveness of our marketing.

Please find below a list of the cookies that are present on the Twins Trust websites. Whilst we endeavour to keep this list as up to date as possible, there may be a delay between updates. If you notice any discrepancies please contact us (data@twinstrust.org.uk) at any time.

Cookie name	Description
ASP.NET_SessionId	An essential session cookie set by the server. This is removed when the browser is closed.
NSC_QH-16106, CSRF_TOKEN	Essential cookies for registered users portal provided by the Blackbaud NetCommunity content management system
VisitorGuid	Optional part of the Blackbaud Netcommunity content management system and cannot be removed. This cookie is used to improve the user experience on content comparison and suggested content.

SalesOrderID	Essential cookies for the operation of the donation forms. These are part of the Blackbaud Netcommunity content management system.
CultureLanguage	Essential cookie for the operation of the language selector. This is inserted by the Blackbaud Netcommunity content management system.
ShoppingCartCookieID	Essential cookie for the shopping cart and user payments. This is inserted by the Blackbaud Netcommunity content management system.
SalesOrderID, _atuvc	Essential cookies for the shopping cart and user payments. This is inserted by the Blackbaud Netcommunity content management system.
.ASPXAUTH	Essential cookie for user logins and registration. This is inserted by the Blackbaud Netcommunity content management system.

Although not through cookies, we do measure the success of the emails we send – so we know what subject lines and stories people liked the most. We measure this information anonymously, and we do not share this information.

Other third-party cookies

Some of our pages contain embedded content such as YouTube video, Twitter feed, or Facebook, and you may receive cookies delivered from these websites. Twins Trust does not govern the publication of third-party cookies. To understand more about their cookies and privacy statements, please visit the relevant sites.

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Cookie name	Description
_utma	We use google analytics to see how the website is performing and if there are ways to improve the services offered.
_utmb	Google stores information on their servers and may transfer non-personal data to third parties if required to do so by law. By using the Twins Trust website you consent to the processing of data about you by Google.
_utmc	
_utmj	
_utmz	Please refer to the Google privacy policy: http://www.google.com/intl/en/privacypolicy.html

Uit Loc Dt Di Uid Uvc Psc Ssh Sshs Ssc __atuvc __atufs	Used by a third party plugin AddThis, a sharing tool to connect with social media sites such as facebook and twitter. Please refer to the AddThis privacy policy: http://www.addthis.com/privacy/privacy-policy
Facebook	These are set when you use Facebook buttons or widgets on the site. Please refer to the Facebook privacy policy: https://en-gb.facebook.com/policies/cookies/
Twitter	These are set by Twitter when you use twitter buttons or widgets. https://twitter.com/privacy

How to control or delete cookies

You can delete cookies already on your computer or device at any time. If you choose not to accept cookies at all, you can still visit our website, however, when cookies are disabled, we cannot guarantee an optimum experience and there will possibly be content or functionality that is no longer available.

Visiting the Help section within your browser should provide information on how to do this. For mobile devices you may need to refer to the product manual.

For more information about controlling and deleting cookies please visit <http://www.aboutcookies.org.uk/>