

The Phoenix Fellowship Cookie Policy

Version: 1.0

Introduction and purpose

This Cookie Policy explains what cookies and similar technologies are, how The Phoenix Fellowship uses them on our website, the types of cookies we use and why, how long they remain on your device, and how you can manage or disable them. It should be read alongside our Privacy Policy which explains how we process personal data.

What cookies and similar technologies are

Cookies are small text files that a website stores on your device when you visit. They are widely used to make websites work, to remember preferences and to provide information to site owners. Cookies can be session cookies which are deleted when you close your browser, or persistent cookies which remain until they expire or you delete them. Cookies can be first party which are set by our website or third party which are set by other domains that provide services through our website. We may also use similar technologies such as local storage, session storage and pixels that perform a comparable function.

Our role and the legal framework

We are responsible for obtaining consent for cookies where consent is required under United Kingdom law. We rely on legitimate interests for strictly necessary cookies that are required to operate the website. For analytics and functionality cookies and for most third party cookies we rely on your consent which we gather through a cookie banner when you first visit our site. You can change your preferences at any time.

Cookie categories we use and why

- *Strictly necessary cookies.*
 - These enable core functionality such as page navigation, security features and access to forms. These cookies do not store information that directly identifies you and they are always on because the site cannot function correctly without them.
- *Performance and analytics cookies.*
 - We use analytics to understand how visitors use our site, for example which pages are visited and how long people spend on them, and how they arrived at our site. This helps us improve content and navigation. We configure analytics to use the minimum information needed for these purposes.
- *Functionality cookies.*
 - These remember choices you make such as language or region and they can make the site easier to use.

- *Third party cookies.*
 - From time to time we embed or connect to services provided by others. Examples include video players, maps, social media feeds and donation platforms or payment providers. These services may set their own cookies and collect information in line with their own policies. We encourage you to review those policies when you use these services through our site.

Examples of cookies and typical lifetimes

The following examples illustrate typical cookie names and durations used by common services. Actual cookies may vary over time as services change.

- *Google Analytics.*
 - Cookies such as `_ga` and `_ga_XXXX` record anonymous statistics about visits. Typical retention for user and event data is twenty six months. We do not use user identifier features and we do not combine analytics data with other information we hold unless you have explicitly provided consent.
- *Video platforms.*
 - When we embed a video from a provider such as YouTube or Vimeo, that provider may set cookies to deliver the video and measure performance. These cookies can be session or persistent and may last from a few minutes to several months depending on the provider.
- *Donation or payment platforms.*
 - If you begin a donation through a payment provider such as Stripe or PayPal, that provider may set cookies to remember your session and to prevent fraud. These typically persist for the duration of the session or for a short period to support security and reconciliation.
- *Preference cookies.*
 - Where we offer a cookie banner, the choice you make is stored in a cookie so that the site remembers your preference. These typically last up to twelve months.

How we obtain and record consent

When you first visit our site, a banner explains that we use cookies and asks for your choices for analytics and third party cookies. You can accept all, reject all that are not essential, or choose settings. Your selection is recorded so that we do not ask you every time. You can change your choices at any time by clearing cookies in your browser or by using the manage cookies link where available.

Analytics privacy protections

We configure analytics with privacy in mind. We use aggregated reports and we avoid collecting more information than we need. Where tools offer settings such as anonymising internet protocol addresses or reducing data retention windows we

apply them where feasible. We do not use analytics to track you across other sites and we do not use user identifier features such as advertising or remarketing.

Third party services and embedded content

Where we embed or link to content and services provided by others, those providers may collect information about your interaction with that content. Examples include YouTube and Vimeo for video, Google Maps for maps, X and LinkedIn for social media feeds, and Stripe or PayPal for payments. We do not control how these providers use cookies or similar technologies and their use is governed by their own policies. You should review the privacy and cookie notices of those providers when you use their services.

Local storage, session storage and scripts

In addition to cookies we may use local storage or session storage to remember selections you make while you browse the site, for example to maintain a form state. These technologies store information in your browser and you can remove it through your browser settings. We also use scripts that support security and performance such as content delivery networks. These scripts do not collect personal data for our use beyond what is necessary to deliver the function.

Do Not Track and similar signals

Some browsers include a Do Not Track signal. There is no widely accepted standard for how websites should respond to these signals. At present our site does not change its behaviour when it receives a Do Not Track signal. You can continue to manage cookies through the consent tools described above.

International transfers

Cookie and analytics data may be processed on servers outside the United Kingdom. Where this occurs we rely on appropriate safeguards such as standard contractual clauses and ensure that your rights and remedies remain available.

Children

Our site is aimed at adult audiences. Where we become aware that we have inadvertently collected information via cookies from a child we will take steps to delete the information.

Security

We transmit cookie and analytics data to providers over encrypted connections and we review provider security statements and certifications where available. We keep our site software updated and we monitor for vulnerabilities to reduce risks to visitors.

Changes to this policy

We may update this Cookie Policy to reflect changes in law, technology or our use of services. The latest version will always appear on our website with the version number and date.

Contact

If you have any questions about this policy, please contact the Policy Lead using the policy@phoenixfellow.org email address.

Review

This policy is reviewed at least once a year and sooner if legal requirements or our operations change. The version number and effective date will be updated on publication.

Effective date

Effective from. 1st October 2025

Document owner. Policy Lead.

Next planned review. September 2026