Rehubs Healthcare Limited
Cookies Policy

This Cookies policy provides internet users with information about Rehubs Healthcare Limited use of cookies, as required by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2003 9SI2003.2426) (PECR) (as amended), the UK General Data Protection Regulation and the Data Protection Act 2018.

Version	1.0
Document 'type'	Policy

Publication Date	17th April 2024
Author	Spencer West LLP
Applicable to companywide / service specific	Companywide
Document location	Documents folder – policies and procedures
Review Date	April 2027

This is a CONTROLLED document. This is a copy of the master document it can be used as a valid copy if the following conditions are met: the current date (for which the document is being used) is before the review date in the footer; the document has been downloaded directly from the Policy directory.

Introduction

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use HubSpot to host our website and App. HubSpot sets a number of tracking cookies when a visitor lands on our website to understand their behaviour better.

We use the following cookies:-

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website and the Rehubs App. These essential cookies are always enabled because our website and the App does not work properly without them. They include, for

example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services. You can switch off these cookies in your browser settings but you may then not be able to access all or parts of our website and or the App.

- **Analytical or performance cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around our website and App when they are using it. This helps us to improve the way our website and App works, for example, by ensuring that users are finding what they are looking for easily.

- **Functionality cookies.** These are used to recognise you when you return to our website and or App. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and App and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose so that they can serve you with relevant advertising on their websites.

- **Chatflow Cookies.** We will prompt visitors to our website and or App for consent to drop a cookie in their browser before they start a chat or when they attempt to leave the page during a chat conversation. This cookie is used to interact with website and App visitors and provide a visitor's chat history.

- **Advertisement Cookies.** These cookies are ad pixel cookies (such as Facebook, LinkedIn and Google). Facebook for example may set a cookie in a visitor's browser.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:-

Cookie Title Cookie Name	Purpose	More information
_ _hstc	This is the main cookie for tracking visitors. It contains the domain, hubspotutk, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit) and session number (increments for each subsequent session).	It expires in 6 months
hubspotutk	This cookie keeps track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts. It contains an opaque GUID to represent the current visitor.	It expires in 6 months
_ _ hssrc	Whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser.	It contained the value ''1'' when present.

		It expires at the end of the session.
	If this cookie does not exist when HubSpot manages the cookies, it is considered a new session.	
messagesUtK	This cookie is used to recognise visitors who chat with you via the chatflows tool. If a visitor leaves the site before they are added as a contact, they will have this cookie associated with their browser. This cookie will be specific to a subdomain and will not carry over to the other subdomains.	It contains an opaque GUID to represent the current chat user. It expires after 6 months.

We do not share the information collected by the cookies with any third parties.

You can choose which analytical, functionality and targeting cookies we can set by clicking on the button(s):

1. Strictly necessary cookies **ALWAYS ACTIVE**

2. Analytical or performance cookies **OFF**

3. Functionality cookies **OFF**

4. Targeting cookies **OFF**

You can also choose to "Reject All" cookies in the cookie banner.

However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website and or App.

Except for essential cookies, all cookies will expire after their expiry period, stated in the above table.

IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT OUR USE OF COOKIES, PLEASE SEND US AN EMAIL AT DATA@REHUBS.COM