# INFORMATION ABOUT OUR USE OF COOKIES

When you visit the LED group websites including [www.ledleisure.co.uk](www.ledleisure.co.uk) / ledtickets.co.uk / ledbookings.co.uk / oceanexmouth.co.uk we use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to keep improving our site.

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.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. 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.

- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website 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. 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 the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

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

| Functionality and Name | Description and Purpose | Expiration & other information |
|---|---|---|
| Determining visitor session [PHPSESSID] | As part of the technology toolset used in building the LED websites we use a standard session ID cookie to manage your visit. When you navigate to the site the cookie creates a secure unique session ID for the duration of the visit. This is a strictly necessary cookie. | Duration of visit |
| Google analytics data collection | We use a number of Google Analytics cookies to see how you are visiting our website pages. You can opt out of Google Analytics using this link | Various |

| | http://tools.google.com/dlpage/gaoptout | |
|---|---|---|
| [UTMA or _ga] | This Google Analytics cookie is written to the browser the first time you visit, it creates a unique ID, which helps monitor how many times you visit. | 2 years |
| [UTMB or _gid] | This Google Analytics cookie monitors how quickly people leave a website, and how long they stay. | 24 hours |
| [UTMZ] | This Google Analytics cookie records the type of referral to the website, for example whether the visitor came from a search engine, search terms used, or campaign link. | 6 months |
| [UTMX] | This cookie is used by Website Optimizer and only set when the Website Optimizer tracing code is installed and configured on web pages. It is designed to help provide a more consistent experience on our sites. | 2 years |
| [_gat] | This Google Analytics cookie is used to throttle the request rate or flow of data if Google Analytics is deployed via the Google Tag Manager. | 1 minute |
| Lucky Orange Analytics | Websites use this system to help improve usability and the customer experience. Lucky Orange may record mouse clicks, mouse movements and scrolling activity. Lucky Orange may record keystroke information that you voluntarily enter on this website. You can choose to disable this by going to https://www.luckyorange.com/privacy.php | Up to 1 year |
| [Consent] | These cookies record your consent to use of cookies as explained on the website. | 2 years |
| Join Online membership [ASP.NET_Sessionid, _ga, _gat, _gid] | Our website enables new customers to register for PAYG services or apply for a membership online. The cookies used are essential for progressing the application. | Duration of visit |
| LED bookings [ASP.NET.Sessionid, _utma, _utmb, _utmc, _utmz, _AntiXsrfToken] | Our website enables registered customers and members to book classes and courts online. The cookies are essential for progressing a booking. The _AntiXsrfToken cookie is to protect users and prevents cross site request forgeries during the transaction. | Duration of visit |

**Other 3rd party cookies we may use**

When you visit our website you may notice some cookies are collecting information for other websites. Examples would include cookies on the booking pages for our theatre which uses a ticketing system provided online by a third party, or perhaps a page with video content which is serviced by YouTube cookies. These types of

cookies aren't controlled by LED and are likely to be analytical/performance cookies or targeting cookies.

The following third party cookies are the sort you may find present on LED websites. As LED does not control the cookies, we have provided links to their cookie information where available.

- Double Click
  - DoubleClick is Googles's advertising tracking system. It typically sends a cookie to your browser after a click or other activity that results in a call to the DoubleClick servers. The purpose is to increase relevancy of advertising.
    https://support.google.com/dfp_premium/answer/2839090?hl=en
- JotForm
  - Jotform is used within the LED websites to act as a general online data capture tool, for example our membership enquiry contact form.
    https://www.jotform.com/security/
- E-Focus
  - E-Focus, part of the DataHub group, is used within the LED websites as a data capture tool specifically for customer feedback. Cookies are used during the visit.
- TicketingHub
  - TicketingHub provide an online booking tool for LED Leisure's climbing wall in Exmouth. Cookies are used in tracking your progress through a purchase.
    https://legal.ticketinghub.com/docs/cookie-policy
- Mentor
  - Mentor provide an online booking tool for LED Leisure's ten pin bowling alley at Ocean Exmouth. Cookies are used in tracking your progress through a purchase.
- Spektrix
  - Spektrix provide an online booking tool for LED Leisure's Entertainment programme at Exmouth Pavilion. Cookies are used in tracking your progress through a purchase.
    https://www.spektrix.com/static/privacy
- Social Media including Facebook
  - Social media platforms through the use of sharing buttons or embedded content on our website may be setting up cookies to track your online activity.

**Controlling and deleting cookies**

Most browsers allow some control of cookies through browser settings. You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. 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 site.

To find out more generally about cookies, including how to see what cookies have been set and how to manage or delete them, visit www.allaboutcookies.org.