



Cookie policy

Last Updated 02/09/24

Cookie policy

This cookie policy applies to anyone who visits our website. It explains what cookies are, how we collect data from you, how we use that information and how you can control your cookies.

Our website uses 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 improve our site.

What are cookies?

Cookies are small text files transferred and stored by your web browser to your computer or mobile device when you visit or use a website. Each cookie will contain anonymous information which allows them to recognise repeat users, store registration data, facilitate access to and use of the website. Using cookies on our website allows us to understand how you use the site, so we can improve your experience through layout, navigation, content, and relevant advertising.

Cookies can be considered as 'first party' or 'third party' cookies depending on the domain that places them. First party cookies are cookies set by a website visited by the user (for example, cookies placed by Share Energy for share-energy.com). Third party cookies are set by a domain other than that of the website visited by the user, so if a user visits a website and a third-party organisation sets a cookie through that website, this would be a third-party cookie. Cookies can also be considered as 'persistent' or 'session' cookies depending on their duration. Persistent cookies remain on a user's device for the time specified in those cookies. They are activated every time that user visits the website that created the cookies, until the cookies expire or are disabled by the user. Session cookies allow the actions of a user to be linked during a single browsing session. A session starts when a user opens a browser window and ends when the browser window is closed, following which all session cookies are deleted.

Why do we use cookies?

We use cookies and other similar technologies to help us operate our website, personalise content/ads, provide social

media features and to analyse site traffic. We also share information about your use of our site with our social media, advertising and analytics partners. If you'd like to accept all optional cookies, within our Cookie Banner select "Accept All" or else you can choose which types you'd like to accept in "Cookie Settings".

What types of cookies do we use?

A cookie is a small piece of data (text file) that a website – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information. Those cookies are set by us and called first-party cookies. We also use third-party cookies – which are cookies from a domain different than the domain of the website you are visiting – for our advertising and marketing efforts. More specifically, we use cookies and other tracking technologies for the following purposes:

- **Strictly necessary cookies:** These are cookies that are required for the operation of our website and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work.
- **Analytical or performance cookies:** These 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. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.



- **Functionality cookies:** These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies some or all of these services may not function properly.
- **Targeting (advertising) cookies:** These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.
- **Social Media Cookies.** These cookies are set by a range of social media services that we have added to the site to enable you to share our content with your friends and networks. They are capable of tracking your browser across other sites and building up a profile of your interests. This may impact the content and messages you see on other websites you visit. If you do not allow these cookies you may not be able to use or see these sharing tools.

You can find more information about the individual cookies we use and the purposes for which we use them in the table at the foot of this page.



Third party access to the cookies

[Insert details of any third party access to the cookies and the names of the relevant third parties or confirm there is no such third party access as appropriate. Eg ‘The cookies we use will only be accessed by us and those third parties named in the table above for the purposes referred to in this cookie policy. Those cookies will not be accessed by any other third party.’]

How to turn off cookies and consequences of doing so

If you do not want to accept any cookies, you may be able to change your browser settings so that cookies (including those which are essential to the services requested) are not accepted. If you do this, please be aware that you may lose some of the functionality of our website.

For further information about cookies and how to disable them please go to the guidance on cookies published by the UK Information Commissioner’s Office, www.aboutcookies.org or www.allaboutcookies.org.

How to contact us

Please contact us if you have any questions about this cookie policy or the information we hold about you. You can email us on hello@share-energy.com, or call **0808 304 9870**.

Changes to this policy

Any changes we make to this cookie policy in the future will be posted on this page and shall be notified to you.

Individual cookies used by share-energy.com

Name	Provider	Purpose	Expiry	Type
https://www.youtube.com	YouTube	Used by YouTube to track user interactions and serve relevant advertisements	Varies	HTTP
https://consentcdn.cookiebot.com	Cookiebot	Manages cookie consent across various websites	1 Year	HTTP
GCLB	Dialpad	Load balancing cookie used to distribute traffic across multiple servers	Session	HTTP

