

## Mansion Student Website Cookies Policy

### What are Cookies?

Cookies are small text files which contain a small amount of information that is downloaded to your computer or mobile device when you visit a website. When you visit the website again, or visit another website which recognises that cookie, your device is able to communicate with the website and the website can read the information held in that cookie.

We use Cookies to help you efficiently browse our websites and to save you time by not having to re-enter your details each time you visit. Cookies allow us to provide you with information and show you content relevant to you. We also use Cookies to analyse how our customers interact with our website to help us to improve the services we provide to you.

Usage of cookies on our website cannot be used to identify you personally.

### How we use Cookies?

We use two categories of cookie on our website, Performance Cookies and Functionality Cookies. Some of these are 'session cookies', which stay in place only for the duration of your visit to our website and are deleted at the end of your browsing session. Others are 'persistent cookies', which remain on your device for a period of time after you have left the website.

### What Categories of Cookies do we use?

#### Performance Cookies

Performance Cookies are used to recognise and count the number of visitors to our website and to see how they move around the site. We use Google Analytics software to collect information about how you use our website. These cookies enable us to make sure the site is meeting the needs of our users and to help us make improvements. This information is only processed in a way which does not identify anyone.

You can stop these cookies by setting your web browser to reject/block some or all cookies. (See **Removing and Disabling Cookies** below).

For more information including details of how to block Google Analytics cookies specifically, please see - <https://support.google.com/analytics/answer/181881?hl=en>. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

The table below explains the Google Analytics Cookies we use and what they are used for:

Name	Purpose	Expires
_ga	This helps us count how many people visit our website by tracking if you've visited before	2 years



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_gid	This helps us count how many people visit our website by tracking if you've visited before	24 hours
_gat	This is used to manage the rate at which page view requests are made	10 minutes

### Functionality Cookies

Functionality Cookies are used to provide a service to you on our website. We use Olark cookies for our LiveChat service which allows you to interact with us, and to enable our team to provide support to help you. The cookies are used to recognise any returning visitors, to maintain a chat session across multiple pages of our website and in order to easily understand past interactions. For more information on Olark Cookies see [www.olark.com/privacy-policy](http://www.olark.com/privacy-policy)

You can block these cookies using your browser settings, but this may mean that you will be unable to use our LiveChat service. (See **Removing and Disabling Cookies** below).

The table below explains the Olark cookies we use and why.

Name	Purpose	Expires
_ok, _okbk, _okdetect, _oklv, _okac, _okla, wcsid	These cookies are used by us to provide you with customer support and in doing so to enable us to provide you with: security measures, to determine and track when you are using our 'live chat' feature, to store information you have provided us with in relation to your use of our customer support features and to balance our load infrastructure.	End of browser session
_okgid, _okck, hblid, olfsk, _okdetect	These cookies are used by us to provide you with customer support and in doing so to enable us to identify and track your use of our 'live chat' service, to test whether your device permits cookies to be stored, to identify and recall your use of our service and to maintain your use of our service over time.	2 years

### Removing and Disabling Cookies

If you want to control or delete the cookies on your computer you can manage them through your browser settings (See the 'Help' menu of your browser to see how). If you choose not to receive cookies, you may still use most of the features of our website. To find out more about cookies and how to manage them, visit <https://www.aboutcookies.org/how-to-delete-cookies/> and <http://www.allaboutcookies.org/manage-cookies/>.

