

Cookie Policy

Last updated: September 2026.

We may update this policy from time to time; the current version always appears on our website.

This page explains how Capernwray uses cookies on **capernwray.org**, and how you can control them. It sits alongside our [Privacy Notice](#), which covers how we handle your personal data more generally.

What are cookies:

Cookies are small text files a website stores on your device to make the site work, remember your choices, or understand how the site is used. Similar technologies, pixels, tags, local storage, do much the same job. Where we say “cookies” below, we mean all of them.

Rules we follow:

Under UK law, we can set strictly necessary cookies without asking. For everything else — the cookies that power our analytics, advertising, and live chat — we ask for your consent first, and nothing in those categories loads until you agree. You can change your mind at any time.

Cookies we use:

Strictly necessary (always on). These keep the site working and remember basic choices, including whether you’ve already responded to our cookie prompt so we don’t ask again. They don’t track you and can’t be switched off.

Embedded content (with your consent). Some pages include videos or other content from providers such as YouTube, Vimeo and Google, which may set their own cookies. We don’t load that content until you agree to it on the page. If you agree, your choice is remembered for 12 months, after which we’ll ask again. You can withdraw it by clearing cookies or using your browser controls.

Analytics (with your consent). If you agree, we use Google Analytics to understand how people use the site — which pages are visited, roughly where visitors are, what device and browser they use, and which links and buttons they click (never the contents of forms). This helps us improve the site. Google processes this data on our behalf; see [Google’s Privacy Policy](#).

Marketing (with your consent). If you agree, we use the Meta (Facebook) Pixel to measure how well our advertising works and to show relevant content. Meta may link this to an account you already hold with them. This covers both Facebook and Instagram. See [Meta’s Privacy Policy](#).

Live chat (with your consent). If you agree, we use Zoho SalesIQ to run our live-chat feature and to see how visitors move through the site so we can help them better. Zoho processes this data on our behalf; see [Zoho’s Privacy Policy](#).

We don’t run any analytics, marketing or live-chat cookies unless you agree.

Data outside the UK:

Some of these providers (for example Google, Meta and Zoho) may store or process data outside the UK. Where that happens, we rely on an appropriate safeguard so your data maintains the same level of protection.

Cookie details:

Cookie	Provider	Purpose	Type	Lasts for
CookieConsent	Capernwray	Remembers your cookie choices	Strictly necessary	1 year
_ga	Google	Distinguishes visitors	Analytics	2 years
ga	Google	Keeps session state (one per Analytics property)	Analytics	2 years
_fbp	Meta	Identifies the browser for advertising measurement	Marketing	90 days
_fbc	Meta	Stores the ad click that brought you to the site (only set if you arrive via a Facebook ad)	Marketing	90 days
Zoho SalesIQ cookies	Zoho	Powers live chat and records how visitors use the site	Live chat/Analytics	1 year
VISITOR_INFO1_LIVE	YouTube	Estimates bandwidth and remembers preferences on embedded videos	Embedded content	6 months
YSC	YouTube	Records views of embedded videos during your session	Embedded content	Session
vuid	Vimeo	Recognises your device across embedded videos	Embedded content	2 years

Managing your consent:

When you first visit, you'll see a banner asking whether we can use non-essential cookies. You can choose **Accept all**, **Essential cookies only**, or open **More** to turn individual providers (Google Analytics, Meta Pixel, Zoho SalesIQ) on or off and then submit your choices. "Essential cookies only" is as easy to click as "Accept all", and choosing it means analytics, advertising and live-chat cookies never load.

Once you've given consent, a **Withdraw consent** link appears so you can change your mind at any time. Withdrawing is as easy as giving consent, and the banner then reappears so you can choose again.

You can also control or delete cookies through your browser settings. The ICO's [guide to cookies](#) explains how, with links for each browser. Blocking all cookies may stop parts of the site from working.

Changes to this policy:

We'll update this page when our cookie use changes, and revise the date at the top.

Contact:

Questions about this policy or your data: privacy@capernwray.org or Ext. 8037.

If you're unhappy with how we handle your data, please contact us first so we can put it right. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.