CALL CENTRE SOLUTIONS

COOKIE NOTICE

Effective date: 24ᵗʰ January 2021

This Cookie Notice will be updated from time to time. It was last updated 24ᵗʰ January 2021. Future updates will be shown here on this website.

What are cookies?

Like most other websites, this website uses cookies and similar technologies. A cookie is just a simple text file which contains an identifier used to store basic information and settings relating to your device and preferences.

To learn more about cookies, please visit **http://www.allaboutcookies.org**. If you don't want to receive cookies, you can set your browser to notify you when you receive one, then choose to decline it.

How do we use cookies?

The first time you visit this website via a particular device (e.g. your laptop or mobile), we will provide a clear on-screen notification about our cookies and give you the choice if you accept them, decline them or find out more. If you accept we will place the relevant cookies on your device. The next time you visit the website, your device will check to find the relevant cookies and, if your device has them, it sends the cookie information back to the website.

Cookies are really useful because they allow our website to 'recognise' you via your device and recall your settings and preferences from previous visits. This helps us in a number of ways, explained below.

We also use web beacons or tracking pixels. These are clear electronic images that trigger when you view a particular page on our website. We use them to help us understand the effectiveness of our email communications to highlight content on our website.

Which cookies do we use?

We don't use many cookies and all of them are necessary. The cookies we use are explained below:

Name of Cookie: bSession

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

Purpose of the Cookie: Registers which server-cluster is serving the visitor. This is used in context with load balancing the website to optimise your user experience. The expiry period is 1 day.

Name of Cookie: hs

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

Ensures visitor browsing security by preventing cross-site request forgery. This cookie is essential for the security of the website and to protect visitors. These are session cookie which only lasts as long as you keep your browser open – they expire after you close your browser.

Name of Cookie: ssr-caching

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

This cookie is necessary for the cache function. A cache is used by the website to optimise the response time for website visitors. The cache is usually stored on the visitor's browser. The expiry period is 1 day.

Name of Cookie: TS#

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

Used for security and anti-fraud reasons.

Name of Cookie: XSRF-TOKEN

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

Ensures visitor browsing security by preventing cross site request forgery. This cookie is essential for the security of the website and visitor.

Name of Cookie: fedops.logger.sessionId

Owner & Details: Call Centre Solutions

Category: Strictly Necessary

Used for the purpose of logging session ID to enable the website to throttle form submissions. Used for 12 months.

Name of Cookie: _ga

Owner & Details: Call Centre Solutions

Category: Statistics

Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Name of Cookie: _gat

Owner & Details: Call Centre Solutions

Category: Statistics

Used by Google analytics to throttle request rate

Name of Cookie: _gid

Owner & Details: Call Centre Solutions

Category: Statistics

Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Name of Cookie: svSession

Owner & Details: Call Centre Solutions

Category: Strictly necessary

Used in connection with user login. Used only for the session.

Your right to manage cookies

Most modern browsers allow you to manage the cookies saved on your device. For example, you may wish to accept all cookies or reject cookies. If you wish you can [check the cookie controls in your browser](#).