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# COOKIE POLICY

How we use cookies on our website

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## Document Control

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## 1. About this Cookie Policy

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This Cookie Policy explains how Hughes and Associates Property Services Ltd (“we”, “us” or “our”) uses cookies and similar technologies on our website at [hughesandassociates.co.uk](http://hughesandassociates.co.uk). It should be read together with our Privacy Notice, which explains more generally how we handle your personal data.

We are the controller responsible for your personal data. If you have any questions about our use of cookies, you can contact our Data Protection Officer at [info@hapsltd.co.uk](mailto:info@hapsltd.co.uk).

When you first visit our website, our cookie banner lets you accept or reject non-essential cookies. You can change your choice at any time, see Section 9.

## 2. What are cookies?

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Cookies are small text files that a website places on your device (computer, tablet or phone) when you visit. They allow the website to recognise your device, remember your preferences, and understand how you use the site.

In this policy, “cookies” also covers similar technologies that we may use, such as pixels and web beacons, tags, software development kits (SDKs) and local storage.

- **First party cookies** are set by us.
- **Third party cookies** are set by other organisations whose services we use, such as analytics or advertising providers.
- **Session cookies** are deleted when you close your browser, while **persistent cookies** stay on your device for a set period or until you delete them.

## 3. Why we use cookies

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We use cookies to:

- make our website work properly and keep it secure;
- remember your settings and preferences;
- understand how visitors use our website so that we can improve it; and
- where you have consented, measure the effectiveness of, and personalise, our marketing.

## 4. Your consent and the law

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We use cookies in accordance with the Privacy and Electronic Communications Regulations 2003 (PECR) and the UK GDPR. Strictly necessary cookies do not require your consent. All other cookies including functional, analytics and advertising cookies are only placed on your device with your consent.

We obtain your consent through the cookie banner shown when you first visit our website, and you can change or withdraw it at any time (see Section 9). Withdrawing your consent does not affect the lawfulness of any processing carried out before you withdrew it.

## 5. The types of cookies we use

Category	What it is for	Consent needed?
<b>Strictly necessary</b>	Enable core functions such as security, network management and accessibility. The website cannot work properly without them.	No
<b>Functional / preferences</b>	Remember choices you make such as language, region or saved searches to give you enhanced features.	Yes
<b>Performance / analytics</b>	Collect aggregated information about how visitors use the site (for example which pages are visited, and any errors) so that we can improve it.	Yes
<b>Targeting / advertising</b>	Used to deliver relevant adverts and to measure how our campaigns perform. These are often set by third parties.	Yes
<b>Social media</b>	Set when you share content or interact with embedded social features. These may track you across other websites.	Yes

## 6. The specific cookies we use

The table below lists the cookies currently used on our website.

Name	Provider	Type	Purpose	Duration
<b>_ga</b>	Google Analytics (third-party)	Performance / analytics	Distinguishes visitors to measure how the site is used (Google Analytics 4).	2 years
<b>_ga_7LJRTSKZPP</b>	Google Analytics (third-party)	Performance / analytics	Persists session state for a Google Analytics 4 property.	2 years
<b>_ga_EHKDKPWYNR</b>	Google Analytics (third-party)	Performance / analytics	Persists session state for a Google Analytics 4 property.	2 years
<b>_ga_T8V7BYX56J</b>	Google Analytics (third-party)	Performance / analytics	Persists session state for a Google Analytics 4 property.	2 years
<b>_sp_id.598c</b>	Duda (website platform)	Performance / analytics	Identifies returning visitors for the	1 year

Name	Provider	Type	Purpose	Duration
			website platform's built-in analytics.	
<b>_sp_ses.598c</b>	Duda (website platform)	Performance / analytics	Identifies the current browsing session for the platform's analytics.	Session (about 30 minutes)
<b>dm_last_page_view</b>	Duda (website platform)	Performance / analytics	Records the time of your last page view.	1 year
<b>dm_last_visit</b>	Duda (website platform)	Performance / analytics	Records the time of your last visit.	1 year
<b>dm_this_page_view</b>	Duda (website platform)	Performance / analytics	Records the time of the current page view.	1 year
<b>dm_timezone_offset</b>	Duda (website platform)	Functional	Stores your timezone offset so that times display correctly.	About 2 weeks
<b>dm_total_visits</b>	Duda (website platform)	Performance / analytics	Counts your total number of visits.	1 year

## 7. Third-party cookies and services

Some cookies on our website are set by third parties whose services we use, such as analytics and advertising providers. We do not control these cookies. For more information about how these third parties use data, please refer to their own privacy and cookie notices.

## 8. How long cookies stay on your device

Session cookies last only while you are using the website and are deleted when you close your browser. Persistent cookies remain on your device for the period shown in the table in Section 6, or until you delete them.

## 9. How to manage or disable cookies

### 9.1 Using our cookie settings

You can change or withdraw your consent at any time using cookie settings

### 9.2 Using your browser

You can also block or delete cookies through your browser settings. Guidance for the most common browsers is available here:

- [Google Chrome](#) manage cookies in Chrome.

- [Microsoft Edge](#) delete cookies in Edge.
- [Mozilla Firefox](#) clear cookies and site data in Firefox.
- [Apple Safari](#) manage cookies in Safari.

Please note that if you block strictly necessary cookies, parts of our website may not work properly.

### 9.3 Opting out of analytics and advertising

- Google Analytics: install the [Google Analytics Opt-out Browser Add-on](#).
- Online advertising: visit [Your Online Choices](#) to manage advertising cookies from participating companies.

### 9.4 “Do Not Track”

Some browsers offer a “Do Not Track” (DNT) setting. There is currently no agreed industry standard for responding to DNT signals.

## 10. Changes to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in the cookies we use, or for legal or operational reasons. The version published on our website is always the current one. This policy was last updated on 08/06/2026.

## 11. How to contact us

If you have any questions about this Cookie Policy, please contact our Data Protection Officer:

<b>Data Protection Officer</b>	IT Manager
<b>Email</b>	info@hapsltd.co.uk
<b>Postal address</b>	105 Carrow Road, Cedar House, Norwich, NR1 1HP

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority.

<b>Information Commissioner's Office</b>	Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
<b>Helpline</b>	0303 123 1113
<b>Website</b>	ico.org.uk