



Cloch Housing Association

Cookies Policy

Policy Name	Cookies Policy
Policy Category	IT
Policy Number	57
Approved by	N/A - Operational
Responsibility of	IT
Date Adopted	13/03/2025
Last Review	N/A
This Review	13/03/2026
Next Review	13/03/2027
Equalities Impact Assessment Required	No
Link to other policies	Privacy Notice - Customers
Consultation	N/A
Need for Procedure	No

1. Introduction

This Cookies Policy explains how Cloch Housing Association uses cookies on our website and how you can manage them.

2. Introduction

Cookies are small text files that websites store on your device to help them work properly. They remember your preferences, which pages you have visited, and any settings you have chosen. This makes the website easier to use and helps us to understand how people use our site so we can improve it.

Find out more about cookies here: <https://www.aboutcookies.org/>

3. Why We Use Cookies

We use cookies to:

- Make our website work reliably.
- Remember your preferences.
- Understand how people use the site so we can improve it.
- Provide embedded content such as videos and maps.

We do not use cookies to collect personal details like your name, address, or payment information.

4. Why We Use Cookies

UK privacy laws, Privacy and Electronic Communications Regulations 2003 (PECR) and UK General Data Protection Regulation 2018 (GDPR), require us to:

- Use strictly necessary cookies without needing your consent.
- Only set analytics, functional, or third-party cookies if you choose to allow them.

You can change your cookie settings at any time.

5. Types of Cookies We Use

A) Strictly Necessary Cookies

These help our website work properly and cannot be switched off. They enable core functions such as security and page navigation.

B) Performance / Analytics Cookies

These help us understand how visitors use our site (for example, which pages are viewed most). We use this information to improve our website. These only run if you opt in.

C) Functionality Cookies

These remember choices you make, such as language preferences. They make the site easier to use but are optional.

D) Third-Party / Embedded Content Cookies

Some pages include content from external services such as YouTube videos, social media feeds, translations or maps. These providers may set their own cookies. Cloch does not control these and recommends checking their privacy information.

6. Cookies We Use

Below is a summary of the main cookies used on our website:

Cookie, Provider or Service	Purpose	Category	Duration
Facebook (Meta)	Allows sharing our content on social media platforms and may track usage for their services.	Third party	Varies by provider.
Google Analytics	Helps us understand how people use our website so we can improve it. Information is collected anonymously.	Analytics	Varies (up to 2 years).
Google Maps / Google Translate	Provides map location and translation features when selected by users.	Third party / Functional	Varies by provider.
LinkedIn (Microsoft)	Supports sharing content and may track interactions for LinkedIn insights and advertising tools. LinkedIn may also set cookies when visiting pages containing a LinkedIn plugin.	Third Party	Varies by provider.
YouTube (Google)	Allows embedded videos to play and remembers videos viewed.	Third Party	Varies by provider.

A full, up-to-date list is available through our Cookie Settings pop-up.

7. How We Ask for Your Consent

When you first visit our website, you will see our Cookie Settings pop-up.

- You can choose:
- Accept all cookies
- Reject all non-essential cookies
- Choose specific categories

We will only use analytics and third-party cookies if you opt in.

8. How to Withdraw Consent

You can update your preferences at any time through the Cookie Settings link on our website. You can also delete or block cookies using your browser settings.

Please note blocking some cookies may impact how the website functions.

9. Third-Party Cookies

Where our website uses external services (such as YouTube, Google Maps or Facebook), these providers may set their own cookies. Cloch has no control over how third parties use these cookies.

You can find more information on third-party cookie practices on their own privacy pages.

10. Changes to This Policy

We may update this policy from time to time to reflect changes in legislation or how we use cookies. The latest version will always be available on our website.

11. Contact Us

If you have any questions about our use of cookies, please contact by:

- Calling us on 01475 783637.
- Completing our “contact us” form on our website.
- Emailing us at office@clothhousing.org.uk .
- Messaging us on Facebook or LinkedIn.
- Writing to us Cloch Housing Association, 19 Bogle Street, Greenock PA15 1ER.