Cookie Policy

About cookies

1.1 A cookie is a small file containing an identifier (a string of letters and numbers) that is sent by a web server to your web browser and is stored by the browser if you agree. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies contain information that is transferred to your computer's hard drive.

1.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

2. Cookies that we use

2.1 We use cookies for the following purposes:

(a) analysis - we use cookies to help us to analyse the use and performance of our website and services (cookies used for this purpose are analytic cookies). These cookies allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily; and

(b) cookie consent - we use cookies to store your preferences in relation to the use of cookies more generally.

How do we use cookies?

You can find more information about the individual cookies we use and the purposes for which we use them below:

Google Analytics

This is a web analytics service provided by Google Inc which uses cookies to show us how visitors found and explored our site, and how we can enhance their experience. It provides us with information about the behaviour of our visitors (for example, how long they stayed on the site, the average number of pages viewed) and also tells us how many visitors we have had. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: https://www.google.com/policies/privacy/.

3. Cookies used by our service providers

Our service providers may also use cookies and those cookies may be stored on your computer when you visit our website. We have no control over the use of such cookies. These cookies are likely to be analytical/performance cookies or targeting cookies.

4. Consent and personal data

4.1 Where our use of cookies involves the processing of personal data, such personal data will be processed by us in accordance with our privacy policy.

4.2 In most cases we will need your consent in order to use cookies on this website. The exception is where the cookies are essential in order for us to provide you with a service you have requested or to enable you to access and use our website.

5. Managing cookies

5.1 Most browsers allow you to restrict, refuse to accept or to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

(a) https://support.google.com/chrome/answer/95647?hl=en (Chrome);

(b) https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences (Firefox);

(c) http://www.opera.com/help/tutorials/security/cookies/ (Opera);

(d) https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies (Internet Explorer);

(e) https://support.apple.com/kb/PH21411 (Safari); and

(f) https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy (Edge).

5.2 Blocking all cookies (including strictly necessary cookies) may have a negative impact upon the accessibility and usability of many websites.

5.3 If you block cookies, you may not be able to use all the features on our website.

5.4 If you delete cookies relating to this website we will not remember things about you, including your cookie preferences, and you will be treated as a first-time visitor next time you visit the site.

6. Our details

6.1 This website is owned and operated by: 1st About Plumbing & Carpentry Ltd

6.2 You can contact us:

(a) using our website contact form;

(b) by email, info@1stap.co.uk,

(c) by telephone, on 01634 730300 or

(d) by post, using the address: 1st About Plumbing and Carpentry Ltd, Chapter House, Strood, Rochester, ME2 3PX.