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|  | Title | <h1>Cookie Policy</h1> | |
| | | Document No.: | HR.POL.20c |
| | | Revision No.: | 1 |
| | | Issue Date: | 8.12.25 |

Information about our use of cookies

This notice explains how Green Frog Utilities Ltd use cookies and similar technologies on our websites and mobile applications to help provide you with the best possible online experience. New regulations will change how cookies are governed in the future, and we'll update this notice once those changes come into effect.

What are Cookies?

A "Cookie" is usually a small text file that contains a unique identifier, made up of letters and numbers.

How do Cookies work?

Cookies are created when you use your browser to visit another website. The identifier, which is part of the cookie, is sent from a web server to a web browser and stored by the browser. The identifier is then sent back to the server whenever the browser requests a page. This is, in turn, stored on your device when you visit a website on your computer or an app on your phone.

A Cookie can be a 'Session Cookie' or a 'Persistent Cookie'.

- A Session Cookie will expire when the user session is terminated, and the web browser is closed.
- A Persistent Cookie, however, 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.

Cookies are used to collect visitor behaviour information and track your movements within the site or web page. Cookies can help you resume where you left off, remember your registered login details and content preferences, and enable other customisation functions. They do not typically contain any information that personally identifies a user.


At a basic level, cookies will:

- Allow the site to work correctly, and help keep it secure
- Help us understand how people use the website
- Make the site easier to use by remembering information that you've entered
- Improve your experience by showing you information that's relevant to you.

How we use Cookies on our site and what information we collect

There are several types of cookies that Green Frog Utilities Ltd use for a range of purposes when you visit our website, and you accept them when you initially visit our website. We may use Cookies to authenticate you as a new visitor to our website, which, in turn, improves your browsing experience as you navigate our pages and services.

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| Essential Cookies | These are required for the website to operate. They let you move around our websites and use all the features. Without them, you wouldn't be able to do things like submit an enquiry via our contact form. If you block these cookies, we cannot guarantee access to the services provided through the website or be sure how the website will perform during your visit. |
| Performance Cookies | These help us improve the way our website works. They tell us how people use each page, which ones are most commonly viewed, or whether any errors occurred. |
| Targeting Cookies | These cookies help ensure the adverts you see on your screen are relevant to your personal preferences and valuable to you. |

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| | For example, if you're shopping online for a personal loan, you might see more advertisements for personal loans pop up. This is simply because the cookie has detected what you're looking for. |
| Social Media Cookies | These cookies enable you to share content on this website via your social media platforms such as LinkedIn, Facebook, X & Instagram. |

Green Frog Utilities Ltd also uses cookies to enhance the security of our user accounts and protect our website and services, and similar technologies in emails. These help us to understand whether you've opened an email and how you've interacted with it. Cookies may also be set if you click on a link within the email. We may also use cookie data to compile statistical reports on website activity. We may also maintain data confirming when Cookie consent was obtained.

For further information, visit www.aboutcookies.org or www.allaboutcookies.org

What third-party providers do we use?

In addition to using first-party cookies directly from us, Green Frog Utilities Ltd may, from time to time, use targeting cookies from a number of our third-party providers and marketing partners. We may also use their cookies to help deliver adverts relevant to your interests. These cookies can track your browsing history across various websites.

The Third-party Cookies we currently use are:

- [Google Analytics](#)
- [Bing](#)
- [LinkedIn](#)
- [X](#)
- [Facebook](#)
- [YouTube](#)
- [Marketo](#)
- [Google Tag Manager](#)
- [Instagram](#)
- [WhatsApp](#)

Our website uses the performance cookie Google Analytics, a web analytics service provided by Google. This is a targeting cookie and does not directly identify anyone. You can opt out of having your anonymised browsing activity within websites recorded by analytics cookies.


For more information on Google Analytics, including details of how to block these cookies specifically, please see: <https://support.google.com/analytics/answer/181881?hl=en>

Our group companies may receive the personal data of end users as a consequence of using a Google product, depending on the nature of your interaction with us.

Our website may contain links to other sites. This cookie policy only applies to this website, so when you link to other provider's websites, you should read their own privacy policy.

How can you Manage Cookies?

You are within your rights to restrict or block Cookies we set, and you can do this through your browser settings, device settings or by amending your preferences below. You may withdraw your consent and amend your cookie settings at any time.

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You can set your browser not to accept cookies. Each of our third-party provider's individual policies will also tell you how to remove their cookies from your browser. However, please be aware that in a few cases, some of our website features may not function as a result.

If you don't want to accept cookies in emails, you can set your internet browser to restrict or reject cookies, or you can close the email before downloading any images or clicking any links. Each browser will have different settings to enable you to do this, for example, Mozilla Firefox, Apple Safari and Google Chrome. Please visit their individual cookie policies for further information.

Disabling/Enabling Cookies

You can accept or decline cookies by changing your browser settings. However, you may not be able to use parts of our site if cookies are disabled. Unless you have adjusted your browser settings to refuse cookies, our system will issue cookies as soon as you visit our websites.

To enable cookies

If you're not sure of the type and version of web browser you use to access the Internet:

- For PCs: click on 'Help' at the top of your browser window and select the 'About' option
- For Macs: with the browser window open, click on the Apple menu and select the 'About' option

How to check cookies are enabled for PCs

Google Chrome

1. Click on 'Tools' at the top of your browser window and select Options
2. Click the 'Under the Hood' tab, locate the 'Privacy' section, and select the 'Content settings' button
3. Now select 'Allow local data to be set'

Mozilla Firefox

1. Click on 'Tools' at the top of your browser window and select Options
2. Then select the Privacy icon
3. Click on Cookies, then select 'allow sites to set cookies'

Apple Safari

1. Click on the Cog icon at the top of your browser window and select the 'Preferences' option
2. Click on 'Security', check the option that says 'Block third-party and advertising cookies'
3. Click 'Save'


How to check cookies are enabled for Macs

Safari on OSX

1. Click on 'Safari' at the top of your browser window and select the 'Preferences' option
2. Click on 'Security' then 'Accept cookies'
3. Select the 'Only from the site you navigate to'

Mozilla and Netscape on OSX

1. Click on 'Mozilla' or 'Netscape' at the top of your browser window and select the 'Preferences' option
2. Scroll down until you see cookies under 'Privacy & Security'
3. Select 'Enable cookies for the originating web site only'

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Opera

1. Click on 'Menu' at the top of your browser window and select 'Settings'
2. Then select 'Preferences', select the 'Advanced' tab
3. Then select the 'Accept cookies' option

Opting out of Google Analytics Tracking

To opt out of being tracked by Google Analytics across all websites, visit <https://tools.google.com/dlpage/gaoptout>

For further information, visit www.aboutcookies.org or www.allaboutcookies.org

What is Pixel Tracking?

Some pages on the website and our emails contain pixel tags, which are also referred to as web beacons, web bugs, tracking pixels, Java tags and clear gifs.

The tags on our website do not collect or store any personal/identifiable data, and we only work with reputable advertisers or services that share our values and comply with data protection laws and regulations.

Pixel Tracking allow us and our advertisers or service providers to:

- Collect non-identifiable cookie data;
- Customise the communications we send you and the content provided to you on our website when required;
- Retarget users who have been directed to us from social media platforms such as Facebook, X, Instagram & LinkedIn; and
- Collect statistics regarding the way you use the website and interact with the emails we send you.



James Bourne

Operations Director

8.12.25