



Willow Family Care Ltd

Cookie Policy

Version: 1.0

Effective Date: July 2026

Review Date: July 2027

Cookie Policy

1. Introduction

This Cookie Policy explains how Willow Family Care Ltd ("we", "our", or "us") uses cookies and similar technologies when you visit our website.

It explains:

- what cookies are;
- why we use them;
- how you can control them; and
- your choices regarding cookies.

This policy should be read alongside our Privacy Notice.

2. About Willow Family Care

Willow Family Care Ltd

Registered Office:

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone:

01903 250530

Email:

info@willowfamilycare.co.uk

3. What are Cookies?

Cookies are small text files placed on your computer, tablet or mobile device when you visit a website.

Cookies allow websites to:

- remember your preferences;
- improve website performance;
- enhance security;
- understand how visitors use the website.

Cookies cannot normally identify you directly, although they may be linked to other information in certain circumstances.

4. Why We Use Cookies

We use cookies to:

- ensure our website works correctly;
- improve website performance;
- remember user preferences where applicable;
- maintain website security;
- understand how visitors use our website where analytics are enabled.

We do **not** use cookies to sell personal information or track visitors across unrelated websites.

5. Types of Cookies

Strictly Necessary Cookies

These cookies are essential for the operation of the website.

Without them, certain functions may not work properly.

Examples include:

- security;
- session management;
- accessibility settings;
- consent preferences.

These cookies do not require consent under UK law.

Performance Cookies

Performance cookies help us understand:

- how visitors use our website;
- which pages are most popular;
- how users move through the website.

This information helps us improve the website.

Where these cookies are used, we will request your consent before they are placed.

Functionality Cookies

These cookies remember choices you make.

Examples include:

- language preferences;
- accessibility settings;
- remembered preferences.

These improve your experience when returning to the website.

Analytics Cookies

If enabled, analytics cookies help us understand:

- number of visitors;
- pages viewed;
- time spent on pages;

- how visitors found our website.

This information is used only to improve our website and services.

Analytics cookies will only be used with your consent.

Third-Party Cookies

Some third-party services may place cookies.

Examples include:

- embedded maps;
- embedded videos;
- social media links;
- online forms.

These providers operate under their own privacy policies.

Where these cookies are used, consent will be obtained where required.

6. Cookie Consent

When you first visit our website, you may be presented with a cookie banner.

This allows you to:

- accept all cookies;
- reject non-essential cookies;
- customise your preferences.

Your choices will be remembered.

You can change your preferences at any time using the cookie settings available on our website (if provided).

7. Managing Cookies

Most internet browsers allow you to:

- view cookies;
- delete cookies;
- block cookies;
- restrict cookies.

Please note that disabling some cookies may affect the functionality of our website.

Browser settings can usually be found under:

- Settings
- Privacy
- Security
- Cookies

depending upon your browser.

8. Updates to This Policy

We may update this Cookie Policy from time to time.

Changes may occur because:

- our website changes;
- legislation changes;
- guidance from the Information Commissioner's Office changes;
- new technologies are introduced.

The latest version will always be published on our website.

9. Contact Us

If you have any questions about this Cookie Policy or how we use cookies, please contact:

Data Protection Lead

Annie Padgett

Willow Family Care Ltd

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone:

01903 250530

Email:

info@willowfamilycare.co.uk

10. Your Rights

For further information about how Willow Family Care processes personal information, please refer to our:

- [Privacy Notice](#)
- [Children's Privacy Notice](#)
- [Data Protection Contact Information](#)