COOKIE POLICY

Last Updated: ***18 June 2018***

Thank you for visiting Lomond School.

We hope that you enjoy using our site. We've prepared this Cookie Policy to help you better understand and to feel more confident about how we use cookies on our site located at: www.lomondschool.com and boarding.lomondschool.com . We have tried to keep this document as short as we legally can. However, the full text wording is important and legally binding.

Please read the following carefully to understand our views and practices regarding cookies and how we use them when you visit our site.

For convenience, we have divided our data protection policies into three separate pages:

1. **Our Privacy Policy**

You can find our privacy policy [HERE] which explains generally how we collect, use, store, and protect your personal information.

2. **Our Cookie Policy**

This policy explains more about how we may collect personal information about you via cookies (it also explains what cookies are).

3. **Our Retention Policy**

You can find out how long we may hold onto your personal information [HERE].

If you have any questions please do not hesitate to contact us at dataprotection@lomondschool.com or, if you prefer to call or write to us, then you can find our contact details at the bottom of this page.

WHO WE ARE

We are Lomond School, an independent co-educational day and boarding school for children and young people from 3 to 18 years of age. We are registered in Scotland, charity numbers SC060091. Our registered office is at 10 Stafford Street, Helensburgh, Scotland, G84 9JX.

But, for the purposes of this Cookie Policy, it's just easier if we refer to ourselves as "**we**" or "the school"

WHAT IS A COOKIE

We use various technologies on our site to collect information that helps us improve your online experience. We refer to these technologies which include cookies, collectively as "**cookies**". This Cookie Policy explains the different types of cookies used on our site and how you can control them.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your device. Cookies are widely used throughout the Internet in order to make sites or other online services work or to be better or more efficient. They can do this because sites and other online services can read and write to the cookies stored on your device, enabling them to recognise you and remember important information that will make your use of them more convenience, for example, by remembering your preferences, username, or showing you pages that you seemed to have a particular interest in.

If you consent to us storing cookies on your computer or other electronic device then you agree that we can store and access cookies as described in this policy.

HOW YOU CONSENT TO US PLACING COOKIES

When you visit our site you should see a pop-up notification at the **[**top **OR** centre **OR** bottom**]**5 of your screen directing you to this Cookie Policy and our Privacy Policy.

By clicking or selecting the "**I Agree**" button that appears in the pop-up then you are demonstrating to us that you are freely giving us informed and specific consent for us to place cookies on your device for the purposes specified in this Cookie Policy and you are accepting and consenting to the practices described.

If you **do not** click or select the "**I Agree**" button that appears in the pop-up then we will not place cookies on your device.

The duration of each cookie that we may place on your computer can be found in our Retention Policy [HERE]

If you **do not** see a pop-up at the **[**top **OR** centre **OR** bottom**]** of your screen then you may have already accepted our Cookie Policy and our Privacy Policy. You may also be using a pop-up blocker or similar tools that may prevent this policy from being brought to your attention. Please ensure that any pop-up blockers are disabled when you use our site. If you're unsure then scroll down to the bottom of this page where we explain how you can manage your cookies.

WHAT DO YOU USE COOKIES FOR?

Our site uses cookies to distinguish you from other users of our site and to save and retain certain parameters about you and your usage of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site.

There are **four** different categories of cookies that we may use on our site:

Essential cookies: These are cookies that are essential for the operation of our site. They include, for example, cookies that enable you to log into secure areas of our site or make use of e-billing services. We also use cookies to prevent fraudulent use of your login credentials. These cookies are essential for using our site and, therefore, if disabled can severely affect your use of our site.

Analytical/performance cookies: Performance cookies allow us to recognise and count the number of visitors and to see how visitors move around our site when they are using it. This helps us to improve the way our site works, for example, by ensuring that users are finding what they are looking for easily. These cookies also allow us to see overall patterns of usage on our site and help us record any difficulties you may have with our site.

Functionality cookies: In some circumstances we may use functionality cookies. These are used to recognise you when you return to our site or provide enhanced and more personalised features, for example, to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies: We and our service providers and partners may use targeting or advertising cookies to record your visit to our site, the pages you have visited and the links you have followed. For example, we may use targeting or advertising cookies to limit the number of times you see the same ad and to help measure the effectiveness of any campaigns. We may also use this information to make our site and any advertising (if applicable) displayed on it more relevant to your interests.

If you would like more information about cookies and how you can manage the settings on your computer, you can visit http://www.allaboutcookies.org/manage-cookies/.

COOKIES WE USE

You can find more information about the individual cookies we use on our site and the purposes for which we use them in the table below:

Cookie Name	Purpose and Content
_utma	**Type** Analytics/performance cookie **Purpose** Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics. **Content** Randomly generated number **Provider** **[**Google Analytics**]**
_utmb	**Type** Analytics/performance cookie **Purpose** Used to determine new sessions/visits. **Content** Randomly generated number **Provider** **[**Google Analytics**]**
_utmc	**Type** Analytics/performance cookie **Purpose** Not used in Analytics. Set for interoperability with Javascript. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit. **Content** Randomly generated number **Provider** **[**Google Analytics**]**
_utmt	**Type** Analytics/performance cookie **Purpose** Used to throttle request rate. **Content** Randomly generated number **Provider** **[**Google Analytics**]**

_utmz	**Type** Analytics/performance cookie **Purpose** Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics **Content** Domain and Timestamp information **Provider** **[**Google Analytics**]**
_hjincludedinsample	**Type** Analytics/performance cookie **Purpose** Set up for hotjar, a heatmapping tool which helps us to analyse how users are using the site, for the purposes of improving UX **Content** Unique ID **Provider** **[**HotJar**]**

Providers

Google Analytics

The cookies used by Google Analytics are used to collect information about how you use our site. We use this information to compile reports and to help us improve our site. The cookie collects information in an anonymous form including the number of visitors to our site, where the visitors have come to the site from and the pages they have visited.

You can read more about Google's overview of privacy and safeguarding your data at https://support.google.com/analytics/answer/6004245

Hotjar

We use Hotjar in order to better understand our users' needs and to optimise the experience of using our website. Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback.

Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website).

Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user.

Third Parties

Please note that third parties (including, for example, web traffic analysis services such as Google Analytics) may also use cookies, over which we have no control.

HOW DO I CONTROL COOKIES?

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. You may also delete any cookies stored on your computer at any time.

You can find out more about changing cookie settings on your computer by visiting http://www.allaboutcookies.org/manage-cookies/.

HOW LONG IS COOKIE INFORMATION STORED?

Different cookies may be stored for different periods of time. In many cases these cookies are updated automatically each time you visit our site or may expire and be deleted by your computer automatically. It is important to understand that when a cookie is placed on your computer it will reside on your hard drive until it expires and is deleted or it may reside on your hard drive until you manually delete it – this entirely depends on your individual browser settings and we do not have control over this.

The duration of each cookie that we may place on your computer can be found in our Retention Policy [HERE]

Please remember that you can delete or change the way in which you store cookies on your computer at any time.

CHANGES TO OUR COOKIE POLICY

We may need to change this Cookie Policy if it's necessary for legal reasons or to reflect changes to our services or the purpose for which we use cookies. In any case, the provisions of this Cookie Policy may be changed without prejudice to your rights. When we change our Cookie Policy we will make the updated Cookie Policy available on our site and we will also update the "Last Updated" date at the top of this page.

Any changes to our Cookie Policy will come into effect 30[11] days after we post it on our site. During that period, you're welcome to contact us if you have questions about the changes. If you have an account for our site then we may reset your login and seek new consent if there is a change in the purpose for which we may use cookies.

MORE ABOUT YOUR PRIVACY

Please also check out our Privacy Policy [HERE][12], which gives more information about how we protect your privacy.

CONTACT US

This Cookie Policy was prepared with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of how cookies may be used to collect and/or process your personal information. However, we are happy to provide additional information or explanation needed.

If you have any questions, comments or requests regarding our Cookie Policy then please do not hesitate to get in touch with us. To make things easier for both of us we would appreciate it if your queries were addressed to:

Privacy Team
Lomond School
10 Stafford Street
Helensburgh
G84 9JX
United Kingdom

or

bursar@lomondschool.com

or

+44 (0)1436 672 476