

## What are cookies?

Cookies are small text files that are placed on your computer or mobile device when you browse most websites. They are used by web developers to make websites work, or work more efficiently, as well as improving your browsing experience by including additional functionality. This can range from saving your settings during and between visits to noting your site visit for analytical purposes.

## There are two types of cookies:

- Session cookies expire as soon you close the browser and are most commonly used to help users navigate the site by storing information on their location and the pages they have visited. An example of this could be a site with a login process; in order for the site to remember that you are logged in a cookie must be stored, otherwise every time you move to a new page you will be logged out.
- Persistent or permanent cookies remain on your computer once you have closed the browser down, relying on a time limit for self-deletion. Most of these range from 30 days to 1 year, but it's possible for them to last until 3012. These are most commonly used for personalising a web experience, so that the site "remembers" you from previous visits, or other sites, and can display relevant information.

All cookies can be permanently disabled using your browser's security options, although most websites will fail to function correctly without cookies.

For more information on how to disable cookies please consult the [All About Cookies website](#).

## Cookies on baxi.co.uk

Below is a list of the different cookies we use on our website. These cookies are either set by ourselves (Baxi), or from other websites such as Google. Cookies that are set by Baxi are known as first-party cookies, whereas cookies set from other websites are known as third-party cookies. Unfortunately we cannot guarantee the listing of every cookie set from a third party website, as they can change at any time.

| Cookie                  | Name   | Purpose  |
|-------------------------|--|--|
| AddThis                 | bku, cw_id, loc, mus, na_id, na_tc, ouid, sh, ssc, ssh, sshs, uid, uvc, __atuvs, __atuvc | AddThis cookies enable you to share links on our pages to connect to popular social media platforms such as Twitter and Facebook. It also allows you to email a friend the page link with accompanying message.  |
| Azure Instance Affinity | ARRAffinity  | As this website is hosted with Microsoft Azure, this cookie is used to ensure website traffic is balanced between servers. It ensures that visitors' sessions remain on the same server instance during that session for consistency. These cookies expire when the session expires. |

|                              |   |   |
|------------------------------|---|---|
| Facebook                     | fr  | The Facebook cookie is used to enable you to share pages and content you find interesting on the social network. This cookie may also be used for advertising purposes.   |
| Google Analytics             | adiV, _gid, _ga, IDE, SSID, APISID, HSID, CONSENT, SID, NID, 1P_JAR, SIDCC, SSID, SAPISID, adiLP, adiVi, adiS, _dc_gtm_UA-3054647-1 | We use Google Analytics to better understand how many people visit our site, what pages they look at and how long they stay on each page. This information helps us identify ways we can improve your experience of our website.  |
| Reevo                        | reevoo__utmc, reevoo_sp_id.fe8e, reevoo_sp_ses.fe8e, reevoo__utmb, reevoo__utmz, reevoo__utma, sp                                   | These cookies allow us to integrate into our website customer reviews of our products left on the Reevo website.  |
| ResponseTap                  | JSESSIONID  | Response Tap helps us better understand how our customers interact with both the website and our call centre. This is a session cookie that is used to maintain an anonymous user session by the server.  |
| ShareThis                    | __unam  | This cookie is usually associated with the ShareThis social sharing widget placed in a site to enable sharing of content across various social networks. It counts clicks and shares of a page.   |
| Sitecore Personalisation     | SC_ANALYTICS_GLOBAL_COOKIE  | This cookie is part of the Sitecore Content Management System and is used for web analytics to identify repeat visits by unique users. This allows us to show you content that is most relevant to you.   |
| Sitecore Session information | ASP.NET_SessionId   | This is a session cookie, used by sites written with Microsoft .NET based technologies. It is used to maintain an anonymised user session by the server.  |
| Wistia                       | muxData, __distillery   | This cookie is placed by our video hosting site Wistia and is used to support video functionality that may be found throughout the website. In addition to keeping track of the website visitor's position in a video should playback be interrupted, this cookie also notes user behaviour regarding the video itself. |

|        |        |   |
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| Whoson | whoson | We use Whoson for our LiveChat functionality on the website, enabling us to talk to our customers in real time. The cookie stores a unique identifier to recognise visitors on return visits. |
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## Cookies in email marketing

By agreeing to receive email marketing communications from Baxi, you are consenting to the use of cookies. Cookies are used to track the opening of emails and help us to correctly target campaigns.