



COOKIES POLICY

For: The Climbing Academy Ltd & Undercover Rock Ltd

THE CLIMBING ACADEMY LTD & UNDERCOVER ROCK LTD (“TCA”, “UCR”, “we”, “us”) (registered company numbers 06388121 & 02599639) are committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or that we receive from others, and keep it safe. This document should be read in conjunction with our Privacy Notice which sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected (including through our websites – www.theclimbingacademy.com & www.undercover-rock.com).

This policy details our use of Cookies, what they are, the cookies we use and what you can do to manage how cookies are used.

What are Cookies

A cookie is a small text file that is saved to your computer by your web browser, and in that text file is some simple data, like your current session identifier. Information provided by cookies can help us to analyse the use of our sites and help us to provide you with a better user experience and allow our shopping cart to function properly.

Cookies are described as either ‘session’ or ‘persistent’ cookies, depending on the duration they are stored. Session cookies are only stored for the duration of your visit to a website and are deleted from your device when you close your browser; while persistent cookies are saved on your device for a fixed period of time after the browser has closed and are activated each time you visit the website where the cookie was generated.

If cookies aren’t enabled on your computer, some aspects of our website will be limited, for example it will mean that your shopping experience on our website will be limited to browsing and researching; you won’t be able to add products to your basket or buy them.



Cookies We Use

| Origin | Purpose | Type & Duration |
|-------------|--|--|
| Woocommerce | These cookies are used by our online shop to allow it to function correctly. | Session Both expire when you close your browser |

Third Party Cookies

These are cookies set by 3rd parties for our use of their services on our site. We are not responsible for cookies set by third parties nor those on sites to which we link.

| Origin | Purpose | Type & Duration |
|--------------|---|---|
| Rock Gym Pro | These cookies are used by our online bookings widget to allow it to function correctly. | Session Expires when you close your browser. |
| Google | These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. | Persistent Google's Privacy Policy can be found here We keep analytics information for 14 months from your last activity on our site. |

Keeping Track of the Cookies We Use

We will undertake a yearly audit to keep track of the cookies associated with our site and update this policy accordingly.



Managing and Opting Out of Cookies

If you would prefer to opt out of cookies, it is possible to do so by following the steps below, but you are reminded that you may lose some features and functionality of our website if you do so.

Any cookies already in place can be deleted from your hard drive. You are able to block cookies and in some cases set more complex rules around cookies that you accept in your web browsers. You can learn to reject cookies at www.allaboutcookies.org or through the help menu in your internet browser. Any problems experienced after deleting cookies should be resolved with the supplier of your web browser.

Opting out of Analytical Performance Cookies:

If you would like to opt out of Analytics cookies, please do so by clicking on this link

<https://tools.google.com/dlpage/gaoptout>

Further Information

www.allaboutcookies.org

<http://www.dataprotection.gov.uk>

How to contact us

Please let us know if you have any questions or concerns about this Notice or about the way in which TCA/UCR use cookies. Please ask for/mark messages for the attention of the Data Protection Officer.

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Telephone 0141 429 6331

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