

## HEAT COOL PROS

### COOKIE POLICY

#### 1. Introduction

This Cookie Policy explains how Heat Cool Pros uses cookies and similar technologies when you visit our website.

Cookies are used in accordance with your cookie preferences and browser settings.

This policy should be read alongside our Privacy Policy.

#### 2. What Are Cookies?

Cookies are small text files stored on your device when you visit a website.

They help websites function correctly, improve user experience, remember preferences and provide information about how visitors interact with a website.

Cookies do not normally identify individuals directly but may be linked to information collected through your use of our website.

#### 3. How We Use Cookies

Heat Cool Pros may use cookies to ensure the website functions correctly, improve website performance, monitor website traffic and visitor activity, remember user preferences, enhance customer experience, assist with website security and measure the effectiveness of website content and marketing activities.

Where required by law, non-essential cookies will only be placed on a user's device after consent has been obtained through the website's cookie consent mechanism.

#### 4. Types of Cookies We May Use

##### Essential Cookies

These cookies are necessary for the operation of the website and enable core functionality such as page navigation, security features and form submissions.

##### Performance and Analytics Cookies

These cookies help us understand how visitors use our website by collecting information relating to pages viewed, time spent on pages, website performance and visitor behaviour trends.

##### Functional Cookies

These cookies may remember preferences and settings to improve your browsing experience.

##### Marketing Cookies

Where applicable, cookies may be used to assess the effectiveness of marketing activities and improve customer engagement.

#### 5. Managing Cookies

Most web browsers allow you to accept cookies, reject cookies, delete existing cookies and manage cookie preferences.

You can normally control cookies through your browser settings.

Please note that disabling certain cookies may affect the functionality and performance of the website.

Users may withdraw or amend their cookie preferences at any time through the website cookie settings, where available, or through their browser settings.

## **6. Third-Party Services**

Our website may use trusted third-party services to provide functionality, improve performance, analyse website usage and support customer enquiries.

Third-party providers may include website analytics services, customer relationship management systems, advertising platforms, live chat services, booking systems and other tools used to support the operation of the website.

These providers may place cookies on your device in accordance with their own privacy and cookie policies.

Heat Cool Pros does not control third-party cookies and is not responsible for the privacy practices of third-party providers.

## **7. Updates to This Policy**

Heat Cool Pros reserves the right to amend this Cookie Policy from time to time.

Any updates will be published on our website and will take effect immediately upon publication unless otherwise stated.

## **8. Contact Information**

Heat Cool Pros

Email: [admin@heatcoolpros.co.uk](mailto:admin@heatcoolpros.co.uk)

Telephone: 020 8059 9566

Website: [www.heatcoolpros.co.uk](http://www.heatcoolpros.co.uk)

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