

COMPLIVOLVE COOKIE POLICY

SaaS Compliance for Adult Social Care

Version: 1.1

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Company Address: 86–90 Paul Street, London, EC2A 4NE; Company No: 16865216)

Contact: info@complivolve.com

1. Introduction

This Cookie Policy explains how Complivolve Ltd (“we”, “us”, “our”) uses cookies and similar technologies on our public-facing marketing website. It does not apply to the Complivolve application (the secure platform), where only essential session cookies are used.

2. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help websites function properly, remember preferences, and improve user experience.

3. Types of Cookies We Use

3.1 Strictly Necessary Cookies

These cookies are essential for the website to operate.

They enable functions such as:

- basic page navigation
- security features
- load balancing
- cookie consent storage

These cookies do not require consent under UK law.

Examples (depending on your final website builder):

- `__cf_bm` or server load-balancing cookies
- cookie-banner preference cookie
- session identifier for basic site functionality

Cookie consent preferences are managed via Usercentrics, a consent management platform. Usercentrics places a strictly necessary cookie to store your consent preferences.

3.2 Analytics Cookies (Wix Built-in Analytics – Optional)

We use Wix’s built-in website analytics to understand aggregated visitor behaviour on our marketing website. This collects anonymised data including page views, session counts, device type, and referrer information. No individual users are identified. This data is processed by Wix and is subject to their privacy policy

Analytics cookies, if enabled:

- do not identify individual users
- collect anonymised usage data (page views, device type, referrer)
- are only activated after you provide consent

You can withdraw consent at any time through the cookie settings panel.

3.3 No Advertising or Tracking Cookies

Complivolve does not intentionally use:

- advertising cookies
- behavioural tracking cookies
- social media tracking pixels
- third-party marketing cookies

If any non-essential or marketing-related cookies are placed by our website provider (e.g. Wix), they will only be activated after the visitor has provided explicit consent through the cookie banner. Complivolve does not sell visitor data and does not use cookie data for advertising or profiling.

4. How to Manage Cookies

Most browsers allow you to control cookies through their settings.

You can:

- delete cookies
- block cookies
- restrict cookies from specific websites
- use privacy modes

Be aware that disabling strictly necessary cookies may affect website functionality.

5. Changes to This Policy

We may update this Cookie Policy from time to time.

The latest version will always be published on this page.

6. Contact

For any questions about this Cookie Policy, contact:

Complivolve Ltd

86–90 Paul Street, London, EC2A 4NE

Email: info@complivolve.com

Complivolve Ltd

Company No. **16865216**

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