

## Financial Claim Solutions Cookie Policy

### Cookies

To make full use of the features and services we offer at Financial Claim Solutions Limited, on your computer, tablet or mobile phone you will need to accept cookies, as we can only provide you with certain features of this website by using them. By using the [www.financialclaimsolutions.com](http://www.financialclaimsolutions.com) and our digital properties you agree to our use of cookies as described in this cookie policy.

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.

These pieces of information are used to improve services for you through, for example:

Enabling a service to recognise your device so you don't have to give the same information several times during one task.

Recognising that you may already have given a username and password so you don't need to do it for every web page requested.

Measuring how many people are using services, so they can be made easier to use, ensuring there's enough capacity and readily accessible when you want them.

Optimise our Google search rankings to help users find relevant content.

Target our marketing and advertising campaigns more effectively by providing interest-based advertisements that are personalised.

You can manage these small files yourself and learn more about them through Internet browser cookies – what they are and how to manage them.

### Our use of cookies

#### Cookies for improving service

Google Analytics sets cookies to help us accurately estimate the number of visitors to the website and volumes of usage. This to ensure that the service is readily accessible when you want it.

Cookies are pieces of data created when you visit a site, and contain a unique, anonymous number. They are stored in the cookie directory of your hard drive, and do not expire at the end of your session. Cookies do not contain any personal information about you and cannot be used to identify an individual user. If you choose not to accept the cookie, this will not affect your access to the majority of facilities available on our website and other digital properties.

Although your browser may be set up to allow the creation of cookies, you can specify that you be prompted before a site puts a cookie on your hard disk, so that you can decide whether to allow or disallow the cookie. Alternatively, you can set your computer not to accept any cookie.

This site uses Google Analytics code to gather statistical information. For more information on how Google Analytics processes this information, visit [www.google.com/analytics](http://www.google.com/analytics).

### Third-party cookies

We work with Facebook who may also set cookies on our website. Facebook cookies and pixels are used to understand and deliver advertising, and to ensure that any advertisements are relevant to you. We may also use a cookie to learn whether visits to our website were because of someone seeing our ad on Facebook. This information is anonymous and does not specify individuals.

Facebook is responsible for the cookies it sets on our site and we do not control the use of these cookies. If you want further information, please visit Facebook to check their privacy policy.

Most browsers will allow you to turn off cookies. If you want to know how to do this, please look at the menu on your browser or look at the instruction on [www.allaboutcookies.org](http://www.allaboutcookies.org). Please note however that turning off cookies may restrict your use of our website.