

Cookie Policy

AEL-POL-002
Revision 01

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Cookie Policy

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Cookie Policy

1 Introduction

1.1 Purpose & Objective

This Cookie Policy explains how Ask:Enact Ltd uses cookies and similar technologies on:

- www.askenact.com
- askenact.com
- prevent.askenact.com
- Related Ask:Enact web pages and services

It explains what cookies are, what we use them for, and the choices available to you.

For more information about how we process personal data (including any personal data collected through cookies or similar technologies), please refer to our Privacy Policy (AEL-POL-001). You also have the right to complain to the Information Commissioner's Office (ICO).

This policy has been developed in line with the requirements of the Privacy and Electronic Communications Regulations (PECR) and UK General Data Protection Regulation (GDPR).

1.2 Abbreviations

AEL	Ask:Enact Limited
GDPR	General Data Protection Regulation
ICO	Information Commissioner's Office
PECR	Privacy and Electronic Communications Regulations
POL	Policy
UK	United Kingdom

1.3 References

Document Number	Document Title
AEL-POL-001	Privacy Policy

Cookie Policy

2 Cookie Policy Details

2.1 What are Cookies?

Cookies are small text files placed on your device when you visit a website or use an online service. They help websites and applications work properly, remember information, maintain secure sessions, and understand how services are used.

Similar technologies may also be used. These can include web storage, scripts, tags, pixels, or analytics tools. The ICO makes clear that PECR applies to cookies and other storage or access technologies, not just traditional browser cookies.

2.2 How We Use Cookies and Similar Technologies

Ask:Enact uses cookies and similar technologies only where they are needed to operate, secure, improve, or understand use of our website and web application.

We do not use advertising cookies.

We do not use cookies to sell data.

We do not use cookies for behavioural advertising.

2.3 Public Website

The main public website at askenact.com and www.askenact.com is intended to work for general browsing without using non-essential cookies.

You can visit the main website without logging in and without cookies being used for advertising or marketing tracking.

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2.4 Service Directory Usage Information

The service directory at:

https://www.askenact.com/service_directory/

collects usage information about how people use the directory. This may include:

- Searches entered into the directory
- Filters selected
- Service areas opened
- Service categories viewed
- Services clicked
- General usage events, such as page views

This information helps us understand whether the directory is useful, which services people are looking for, and where the directory may need improving.

If you do enter personal information, we will use it only to return search results and to operate and secure the service, and we will not use it to try to identify you.

At present, this tracking is intended to be used only to improve the service directory and may be provided in aggregated form; depending on the technology used, it may involve analytics scripts or similar technologies rather than traditional cookies.

2.5 Web Application

The Ask:Enact web application is available at:

<https://prevent.askenact.com>

The web application uses login and authentication. This means it may use cookies or similar technologies that are strictly necessary to:

- Allow authorised users to sign in
- Keep users signed in during a session
- Protect accounts and sessions
- Prevent unauthorised access
- Support security controls
- Remember essential application state

These cookies are required for the application to work. Without them, users may not be able to log in or use the application securely.

Cookie Policy

For a detailed list of cookies and similar technologies used (including the name, provider, purpose and how long they last), please refer to our cookie settings or contact us.

Type	Purpose	Consent Required?
Strictly necessary cookies	Login, security, session management, authentication and core app functionality	No
Analytics or usage technologies	Understanding how the service directory and website are used so we can improve them	Yes, unless it is strictly necessary for a service you request
Advertising cookies	Advertising, profiling or behavioural marketing	Not used

Strictly necessary cookies do not require consent where they are needed to provide a service requested by the user, but we will still provide information about them and keep them limited to what is required for the service to work.

2.6 Third-Party Services

These providers may process information on our behalf, and where any personal data is transferred or accessed from outside the UK, we use appropriate safeguards to protect it.

Where we use third-party monitoring or analytics services, they may set or read cookies or use similar technologies to help us operate, secure, and improve our services, and details will be set out in our cookie information.

Where third-party tools are used, they are used to support the operation, security, monitoring, and improvement of Ask:Enact services. They are not used by Ask:Enact for advertising.

2.7 Managing Cookies

You can control cookies through your browser settings, and where we use non-essential cookies or similar technologies we will also provide a way for you to manage your preferences and withdraw consent.

If you block strictly necessary cookies, parts of the Ask:Enact web application may not work properly. In particular, you may not be able to log in or remain signed in.

For the public website, blocking cookies should not normally affect basic browsing, but some features may not work as intended if cookies or similar technologies are blocked.

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2.8 Changes to this Policy

We may update this Cookie Policy from time to time to reflect changes in our website, web application, analytics, security, or legal requirements, and where changes affect non-essential cookies or similar technologies we will update our consent choices accordingly.

The latest version will be published on our website.

2.9 Contact Details

If you have any questions about this Cookie Policy or how Ask:Enact uses cookies and similar technologies, contact:

Company Name:	Ask:Enact Ltd
Company Number:	SC843788
Registered Office:	8 Farburn Drive, Stonehaven, Kincardineshire, AB39 2BZ
Privacy Contact:	legal@askenact.com