

Cookie Policy

INTRODUCTION

Health Call Solutions (“we” or “us” or “our”) may use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our website www.nhshealthcall.co.uk including any other media form, media channel, mobile website, or mobile application related or connected thereto (collectively, the “Site”) to help customize the Site and improve your experience.

We reserve the right to make changes to this Cookie Policy at any time and for any reason. We will alert you about any changes by updating the “Last Updated” date of this Cookie Policy. Any changes or modifications will be effective immediately upon posting the updated Cookie Policy on the Site, and you waive the right to receive specific notice of each such change or modification.

You are encouraged to periodically review this Cookie Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Cookie Policy by your continued use of the Site after the date such revised Cookie Policy is posted.

USE OF COOKIES

A “cookie” is a string of information which assigns you a unique identifier that we store on your computer. Your browser then provides that unique identifier to use each time you submit a query to the Site. We use cookies on the Site to, among other things, keep track of services you have used, record registration information, record your user preferences, keep you logged into the Site and track the pages you visit. Cookies help us understand how the Site is being used and improve your user experience.

TYPES OF COOKIES

The following types of cookies may be used when you visit our Site:

Advertising Cookies: Advertising cookies are placed on your computer by advertisers and ad servers in order to display advertisements that are most likely to be of interest to you. These cookies allow advertisers and ad servers to gather information about your visits to the Site and other websites, alternate the ads sent to a specific computer, and track how often an ad has been viewed and by whom. These cookies are linked to a computer and do not gather any personal information about you.

Analytics Cookies: Analytics cookies monitor how users reached the Site, and how they interact with and move around once on the Site. These cookies let us know what features on the Site are working the best and what features on the Site can be improved.

Our Cookies: Our cookies are “first-party cookies” and can be either permanent or temporary. These are necessary cookies, without which the Site won’t work properly or be able to provide certain features and functionalities. Some of these may be manually disabled in your browser but may affect the functionality of the Site.

Personalization Cookies: Personalization cookies are used to recognize repeat visitors to the Site. We use these cookies to record your browsing history, the pages you have visited, and your settings and preferences each time you visit the Site.

Security Cookies: Security cookies help identify and prevent security risks. We use these cookies to authenticate users and protect user data from unauthorized parties.

Site Management Cookies: Site management cookies are used to maintain your identity or session on the Site so that you are not logged off unexpectedly, and any information you enter is retained from page to page. These cookies cannot be turned off individually, but you can disable all cookies in your browser.

Third-Party Cookies: Third-party cookies may be placed on your computer when you visit the Site by companies that run certain services we offer. These cookies allow the third parties to gather and track certain information about you. These cookies can be manually disabled in your browser.

SPECIFIC COOKIES WE USE

The table below shows the specific cookies we use on our website.

Cookie Name	Type	Description	Duration	Further information
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_hjFirstSeen	Analytics	This is set by Hotjar to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	30 minutes	Hotjar - Privacy Policy
_ga	Analytics	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics	2 years	Privacy Policy - Privacy & Terms - Google

		report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.		
ga*	Analytics	Google Analytics sets this cookie to store and count page views.	1 year 1 month 4 days	
_gid	Analytics	This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating an analytics	1 day	Privacy Policy – Privacy & Terms – Google

		report of how the website is doing. The data collected including the number visitors, the source where they have come from, and the pages visited in an anonymous form.		
_gcl_au	Analytics	Google Tag Manager sets the cookie to experiment advertisement efficiency of websites using their services.	3 months	Privacy Policy – Privacy & Terms – Google
_hjTLDTest	Other	No description		Hotjar - Privacy Policy
session_hjid	Other	This cookie is set by Hotjar. This cookie is set when the customer first lands	1 year	Hotjar - Privacy Policy

		<p>on a page with the Hotjar script. It is used to persist the random user ID, unique to that site on the browser. This ensures that behaviour in subsequent visits to the same site will be attributed to the same user ID.</p>		
hjSessionUser*	Analytics	<p>Hotjar sets this cookie to ensure data from subsequent visits to the same site is attributed to the same user ID, which persists in the Hotjar User ID,</p>	1 year	<p>Privacy Policy – Privacy & Terms – Google</p>

		which is unique to that site.		
_hjFirstSeen	Analytics	Hotjar sets this cookie to identify a new user's first session. It stores the true/false value, indicating whether it was the first time Hotjar saw this user.	30 minutes	Privacy Policy - Privacy & Terms - Google
_gat_gtag_UA_***_1	Other	No description	1 minute	Privacy Policy - Privacy & Terms - Google
_hjIncludedInPageviewSample	Other	No description	2 minutes	Hotjar - Privacy Policy
_hjAbsoluteSessionInProgress	Other	No description	30 minutes	Hotjar - Privacy Policy
hjSession*	Analytics	Hotjar sets this cookie to ensure data from subsequent visits to the same site is attributed to the same user ID, which persists in	30 minutes	

		the Hotjar User ID, which is unique to that site.		
_hjIncludedInSessionSample_2522680	other	No description	2 minutes	
_gcl_au	Analytics	Google Tag Manager sets the cookie to experiment advertisement efficiency of websites using their services.	3 months	
cookieyes-consent	Necessary	CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.	1 year	
test_cookie	Advertisement	doubleclick.net sets this	15 minutes	

		cookie to determine if the user's browser supports cookies.		
IDE	Advertisement	Google DoubleClick IDE cookies store information about how the user uses the website to present them with relevant ads according to the user profile.	1 year 24 days	
CONSENT	Analytics	YouTube sets this cookie via embedded YouTube videos and registers anonymous statistical data	2 years	
yt-remote-device-id	Advertisement	YouTube sets this cookie to store the user's video preferences using embedded YouTube videos.	never	
yt.innertube::requests	Advertisement	YouTube sets this cookie to register a	never	

		unique ID to store data on what videos from YouTube the user has seen.		
yt-remote-connected-devices	Advertisement	YouTube sets this cookie to store the user's video preferences using embedded YouTube videos.	never	
yt.innertube::nextId	Advertisement	YouTube sets this cookie to register a unique ID to store data on what videos from YouTube the user has seen.	never	
YSC	Advertisement	YouTube sets this cookie to track the views of embedded videos on YouTube pages	session	
VISITOR_INFO1_LIVE	Advertisement	YouTube sets this cookie to measure bandwidth, determining whether the user gets the new or old player interface	5 months and 27 days	
VISITOR_PRIVACY_METADATA	Uncategoris ed	Description is currently not available	5 months and 27 days	

__cf_bm	Functional	Cloudflare set the cookie to support Cloudflare Bot Management	29 minutes	
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CONTROL OF COOKIES

Most browsers are set to accept cookies by default. However, you can remove or reject cookies in your browser's settings. Please be aware that such action could affect the availability and functionality of the Site. For more information on how to control cookies, check your browser or device's settings for how you can control or reject cookies, or visit the following links:

- [Apple Safari](#)
- [Google Chrome](#)
- [Microsoft Edge](#)
- [Microsoft Internet Explorer](#)
- [Mozilla Firefox](#)
- [Opera](#)
- [Android \(Chrome\)](#)
- [Blackberry](#)
- [iphone or ipad \(Chrome\)](#)
- [iphone or ipad \(Safari\)](#)

In addition, you may opt-out of some third-party cookies through the [Network Advertising Initiative's Opt-Out Tool](#).

OTHER TRACKING TECHNOLOGIES

In addition to cookies, we may use web beacons, pixel tags, and other tracking technologies on the Site to help customize the Site and improve your experience. A "web beacon" or "pixel tag" is tiny object or image embedded in a web page or email. They are used to track the number of users who have visited particular pages and viewed emails, and acquire other statistical data. They collect only a limited set of data, such as a cookie number, time and date of page or email view, and a description of the page or email on which they reside. Web beacons and pixel tags cannot be declined. However, you can limit their use by controlling the cookies that interact with them.

PRIVACY POLICY

For more information about how we use information collected by cookies and other tracking technologies, please refer to our [Privacy Policy](#). This

Cookie Policy is part of and is incorporated into our Privacy Policy. By using the Site, you agree to be bound by this Cookie Policy and our Privacy Policy.

CONTACT US

If you have questions or comments about this Cookie Policy, please contact us at:

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Appendix 1 – cookies currently in use