



# SPIRIT ENERGY COOKIE POLICY

Updated 1 October 2019

## 1. Cookies

A cookie is a piece of text that is stored on your computer by your web browser. We use cookies to monitor how people use our site. This helps us to understand how our customers and potential customers use our website so we can develop and improve the design, layout and function of the site. This means that when you go back to that website, it can give you tailored options based on the information it has stored about your last visit.

## 2. How Spirit Energy uses cookies

We may set cookies when you visit [www.spirit-energy.com](http://www.spirit-energy.com). Cookies enable us to identify your device. We use cookies that are strictly necessary to enable you to move around the site or to provide certain basic features.

We use cookies to enhance the functionality of the website by storing your preferences, for example. We also use cookies to help us to improve the performance of our website to provide you with a better user experience. We may allow our third-party partners to use cookies to collect information about your browsing habits, so that they can provide relevant services to you.

Spirit Energy uses four types of cookies and has provided full details below, including the cookie name, its provider, what it does and when it expires.

## 3. Strictly Necessary (essential for making our site work properly)

The cookies are required for this website to display content and validate your session. If you decide to block these cookies, the website will not be able to display the content correctly. Necessary cookies help make a website usable by enabling basic functionality and this website cannot function properly if you disable them.

Cookie name	Provider	Expiry	Description
SessionId	spirit-energy.com	Session	Preserves the visitor's preference and session state across page requests
Cookiepolicy_accepted	spirit-energy.com	1 year	Remembers that a user has accepted the cookie disclaimer when the website first loads.

## 4. Performance (collect information about how you use our website)

Performance cookies collect information about how you use our website e.g. which pages you visit, and if you experience any errors. These cookies do not collect any information that could identify you – all the information collected is anonymous and is only used to help us improve how our website works, understand what interests our users and measure how effective our content is. This helps Spirit Energy ensure the site is as useful as possible to you.

Cookie name	Provider	Purpose	Expiry
_ga	Spirit-Energy.com	Registers a unique ID that is used to generate statistical data on how the visitor uses the site.	2 years
_gat#	google-analytics.com	Cookie to throttle request rate.	1 day
_gid	google-analytics.com	Registers a unique ID that is used to generate statistical data on how the visitor uses the site.	1 day



Cookie name	Provider	Purpose	Expiry
collect	google-analytics.com	Sends data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels	Session

#### 5. Functional (used to provide services or to remember settings to improve your visit)

These cookies are used on the website to provide enhanced functionality. They may be set by you or by third party providers whose services Spirit Energy has added to pages as scripts. If you do not allow these cookies, then some or all these services may not function properly. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Cookie name	Provider	Expiry	Description
_Parseely_visitor	www.spirit-energy.com	Persistent	This cookie is used to determine if the visitor has visited the website before, or if it is a new visitor on the website.

#### 6. Personalisation (used to enhance your experience on the website)

These cookies may be set by our social media partners. They may be used by those companies to build a profile of your interests and requirements, and remember your preferences to ensure you don't have to reset them each come you come to the Spirit Energy Site. They do not store directly personal information but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less personalisation.

Cookie name	Provider	Expiry	Description
continuous_play_v3	Vimeo.com	2 years	Unique ID to keep Vimeo player running.
Player	Vimeo.com	1 year	As above
Vimeo	Vimeo.com	1 month	As above
Vuid	Vimeo.com	2 years	As above

yt-remote-device-id	Youtube.com	Session	As above
yt-remote-fast-check-period	Youtube.com	Session	As above
yt-remote-session-app	Youtube.com	Session	As above
yt-remote-session-name	Youtube.com	Session	As above

Spirit Energy does not utilise any other type of cookies on the Site. Allowing Spirit Energy to create a cookie does not give Spirit Energy access to the rest of your computer and Spirit Energy will not use cookies to track your online activity once you leave the Site. Spirit Energy is not able to obtain any personal information about you from this use of cookies.

#### **7. How can I block or remove cookies?**

You have the ability to change the settings on your internet browser to accept all cookies, to notify you when a cookie is set, or not to receive cookies at any time, although this may mean that some services on the Site cannot be provided to you. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit <https://ico.org.uk/your-data-matters/online/cookies/>. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

#### **8. Cookies subject to change**

The cookies on the website are subject to change without notice. You acknowledge that this information may contain inaccuracies or errors and is subject to change and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

#### **9. Links**

This website may contain links to other sites. Please remember that we are not responsible for the privacy practices of these other sites nor the accuracy of any of the information made available on those sites. This privacy policy applies only to information collected on this website. We recommend that you read the privacy policy or any other websites you visit as we cannot accept responsibility for the privacy practices of such sites which may be different to ours.

#### **10. Getting in touch**

If you have any privacy-related questions or comments, please contact Spirit Energy's data protection officer by writing to The Data Protection Officer, Spirit Energy Limited, IQ Building, 15 Justice Mill Lane, Aberdeen AB11 6EQ.

You can also contact our data protection officer at [compliance@spirit-energy.com](mailto:compliance@spirit-energy.com)

If you are unhappy with the way we are using your personal data you can also complain to the UK Information Commissioner's Office. We are here to help and encourage you to contact us to resolve your complaint first.