

## Cookies Policy

Dispute Resolution Ombudsman Limited (“us”, “we”, or “our”) website uses cookies to collect information and to improve your website experience. This Policy explains what cookies are, how we use cookies, how third parties may use cookies and your choices regarding cookies.

### What are cookies

Cookies are small pieces of text which are stored on your browser, the page you are viewing on the website or on your device. Cookies allow the website or a third- party to recognize you and help you navigate the website more easily.

Some cookies are deleted once you close your browser (“session” cookies) and others are retained after you close your browser (“persistent” cookies). Cookies do not harm your computer. If you would like to learn more about cookies in general, you can visit [All About Cookies](#).

### What kind of cookies we do we use

We use both session and persistent cookies on the website and we use different types of cookies to run the Ombudsman Service. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

### How we use cookies

We use cookies for the following purposes: to enable certain functions of the website, to provide analytics and to store your preferences.

### Third-party cookies

In addition to our own cookies, we may also use various third- parties’ cookies to report usage statistics of the Ombudsman Service.

### What are your choices regarding cookies

If you’d like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

**0333 241 3209**

Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD

[info@disputeresolutionombudsman.org](mailto:info@disputeresolutionombudsman.org) | [www.disputeresolutionombudsman.org](http://www.disputeresolutionombudsman.org)