

COOKIE POLICY – ST BENEDICT’S HOSPICE, SUNDERLAND

Registered Charity No: 1019410 Company Registration No: 02803974 VAT Number: 268486844

Registered Offices: St Benedict’s Hospice & Centre for Specialist Palliative Care, St Benedict’s Way Ryhope, Sunderland SR2 0NY.

This cookie policy covers the website www.stbenedicts.co.uk. It should be read alongside our Privacy Notice, which explains more generally how we use personal data.

1. WHAT ARE COOKIES?

Cookies are small text files that a website places on your computer, phone or tablet when you visit it. They are widely used to make websites work, or work more efficiently, as well as to give website owners information about how their site is used. Similar technologies, such as pixels, tags and local storage, work in a similar way and are covered by this policy wherever we refer to ‘cookies’.

Cookies can be ‘session’ cookies, which are deleted when you close your browser, or ‘persistent’ cookies, which stay on your device for a set period, or until you delete them. They can also be ‘first party’ cookies, set by this website, or ‘third party’ cookies, set by another organisation whose service is embedded in the website, such as an analytics or mapping provider.

2. HOW WE USE COOKIES

We use cookies for a few different purposes: to make the website and online shop work properly, to understand how visitors use the site so that we can improve it, to remember your preferences, and to support features provided by third parties, such as maps and accessibility tools.

Some cookies are essential and are set automatically because the website cannot function properly without them. Others are optional, and in line with the Privacy and Electronic Communications Regulations (PECR), we only set these once you have given your consent through the cookie banner that appears when you first visit the site.

3. MANAGING YOUR COOKIE PREFERENCES

When you first visit www.stbenedicts.co.uk, a cookie banner lets you choose which categories of optional cookies to accept. You can change your mind at any time by reopening your cookie preferences, usually available via a link or icon in the footer of the site, or by clearing your cookie preference and revisiting the site.

You can also control or delete cookies through your browser settings. Most browsers let you see what cookies are stored, delete some or all of them, and block cookies from particular or all websites. Because this affects every website you visit, not just ours, you'll usually find these settings under your browser's privacy or security options. Please note that blocking or deleting some cookies, particularly strictly necessary ones, may affect how parts of our website work, for example our online shop or donation forms.

4. COOKIES AND SIMILAR TECHNOLOGIES USED ON THIS WEBSITE

The table below sets out the categories of cookie used on our website and the third-party services we currently use that rely on cookies or similar technologies. Exact cookie names and expiry periods can change as our website and its plugins are updated, so we've described typical, general durations rather than a fixed list. An up-to-date, named list is available at any time through the ‘cookie settings’ link on our website, which is generated automatically by our cookie consent tool.

Category	Service	What it's for	Typical duration
Strictly necessary	WordPress / website platform	Keep the website secure, remember items in your basket, and support core functions such as forms and checkout.	Session, or up to a few days
Strictly necessary	WooCommerce (online shop and donations)	Remember what's in your basket and manage your order or donation as you go through checkout.	Session, or up to a couple of days
Strictly necessary	Stripe	Detect fraud and process card payments securely when you make a purchase or donation.	Session to around 1 year
Strictly necessary	CookieYes (cookie consent tool)	Remember your cookie preferences so we don't ask you again on every visit.	Around 1 year
Analytics and performance	Google Analytics (via Google Tag Manager)	Understand how visitors use the site, such as which pages are popular, so we can improve it. Only used if you consent.	Up to 2 years
Analytics and performance	Hotjar	Show us anonymised patterns of how visitors move around and use the site, such as heatmaps and session recordings. Only used if you consent.	Up to 1 year
Functional	Google Maps	Show an interactive map, for example on our 'how to get here' page.	Varies by Google service
Functional	Adobe Fonts (Typekit)	Load the typefaces used on our website correctly.	Session to around 1 year
Functional	accessiBe	Remember any accessibility settings you choose using our accessibility widget. This may use local storage rather than a cookie.	Until you clear your browser data
Third-party / embedded content	Beacon CRM	Support donation and fundraising forms provided through our fundraising database, Beacon.	Varies by feature used

5. THIRD-PARTY COOKIE POLICIES

Where we use a third-party service, that organisation is responsible for the cookies it sets and for its own privacy and cookie practices. You can find out more, and in some cases manage your preferences directly, on their own websites:

Google (Analytics, Tag Manager and Maps): <https://policies.google.com/technologies/cookies>

Hotjar: <https://www.hotjar.com/legal/policies/cookie-information/>

Stripe: <https://stripe.com/gb/privacy>

Adobe Fonts (Typekit): <https://www.adobe.com/uk/privacy/cookies.html>

accessiBe: <https://accessibe.com/privacy-policy>

Beacon: <https://www.beacon.io/privacy-policy>

6. EMBEDDED CONTENT

From time to time, pages on our website may include embedded content, such as a YouTube video or a social media post from Instagram, Facebook, X (formerly Twitter) or LinkedIn. If you interact with this content, the organisation that provides it may set its own cookies, in the same way as if you had visited their website directly. We don't control these cookies, so please check the relevant provider's own cookie policy for more information.

7. CHANGES TO THIS POLICY

We may update this cookie policy from time to time, for example if we start using a new service on our website or the law changes. We'd recommend checking back occasionally. The latest version will always be available on our website.

8. HOW TO CONTACT US

If you have any questions about this cookie policy, or about how we use cookies more generally, you can contact us in the following ways:

By post:

St Benedict's Hospice Charity
St Benedict's Way
Ryhope
Sunderland SR2 0NY

By email: fundraising@stbenedicts.co.uk

By telephone: 0191 5244180

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