



Crowborough Foodbank

Cookie Policy

Registered Charity No. 1194485 | Last updated: March 2026

1. Introduction

Crowborough Foodbank ("we", "us", "our") is committed to protecting your privacy and being transparent about how we use technology on our website. This Cookie Policy explains what cookies are, which cookies our website (crowborough.foodbank.org.uk) uses, why we use them, and how you can control them.

We are a registered charity (Charity No. 1194485) and a member of the Trussell Trust network of foodbanks. As a data controller, we take our legal obligations under the UK General Data Protection Regulation (UK GDPR) and the Privacy and Electronic Communications Regulations 2003 (PECR) seriously.

2. What Are Cookies?

A cookie is a small text file placed on your device (computer, tablet, smartphone) when you visit a website. Cookies are widely used to make websites function properly, to improve efficiency, and to provide information to website owners. They do not personally identify you and cannot be used to run programs or deliver viruses to your device.

Cookies can be:

- First-party cookies – set by the website you are visiting (in this case, Crowborough Foodbank).
- Third-party cookies – set by a different organisation, such as Google Analytics or a social media platform, whose content appears on our site.
- Session cookies – temporary cookies that are deleted when you close your browser.
- Persistent cookies – cookies that remain on your device for a set period or until you delete them.

3. Cookies We Use

Our website uses the following categories of cookies. We will only place non-essential cookies on your device with your consent.

3.1 Strictly Necessary Cookies

These cookies are essential for the website to function and cannot be switched off. They are usually only set in response to actions you take, such as setting your privacy preferences or

filling in a contact form. You can set your browser to block these cookies, but parts of the site may then not work correctly.

Cookie Name	Provider	Purpose	Type	Duration
PHPSESSID	Crowborough Foodbank	Preserves your session state across page requests	Session	Session
wordpress_*	WordPress (First-party)	Used by WordPress CMS to manage logged-in user sessions (does not apply to general visitors)	Session	Session
wp-settings-*	WordPress (First-party)	Stores your website display preferences	Persistent	1 year
cookieinfo-*	Cookie consent plugin	Remembers your cookie consent preferences so you are not asked again on every visit	Persistent	1 year

3.2 Analytical / Performance Cookies

These cookies allow us to count visits and understand how visitors move around our website. All information collected is aggregated and anonymous. They help us improve the way our website works. We only set these with your consent.

Cookie Name	Provider	Purpose	Type	Duration
_ga	Google Analytics	Registers a unique ID to generate statistical data on how you use the website	Persistent	2 years
_gid	Google Analytics	Registers a unique ID to generate statistical data on how you use the website	Persistent	24 hours
_gat	Google Analytics	Used by Google Analytics to throttle request rate	Persistent	1 minute
_dc_gtm_UA-*	Google Tag Manager	Used to control the loading of a Google Analytics script tag	Persistent	1 minute

3.3 Functionality Cookies

These cookies enable the website to provide enhanced functionality and personalisation, such as remembering the choices you have made. They may be set by us or by third-party providers whose services we have added to our pages. We only set these with your consent.

Cookie Name	Provider	Purpose	Type	Duration
viewed_cookie_policy	Cookie consent plugin	Records whether you have accepted the cookie policy	Persistent	1 year

3.4 Social Media Cookies

Our website may include links to social media platforms including Facebook (facebook.com/crowboroughfoodbank) and X/Twitter (x.com/CrowboroughFB). If you choose to share content from our website via a social media platform, that platform may set cookies on your device. We have no control over these cookies. Please refer to the relevant platform's own privacy and cookie policies for further information.

4. What We Do Not Use Cookies For

Crowborough Foodbank does not use cookies to:

- Collect personally identifiable information about you (other than where you have explicitly submitted it via a contact form).
- Target you with advertising or sell your data to third parties.
- Track your activity across other websites.

5. Managing and Controlling Cookies

When you first visit our website, you will be shown a cookie banner giving you the option to accept or decline non-essential cookies. You can change your preferences at any time.

5.1 Our Cookie Consent Tool

You can review and update your cookie preferences at any time by clicking the 'Cookie Settings' link in the footer of our website.

5.2 Browser Settings

You can also control cookies through your browser settings. Most browsers allow you to:

- See what cookies have been set and delete them individually.
- Block third-party cookies.
- Block cookies from specific websites.
- Block all cookies from being set.
- Delete all cookies when you close your browser.

Please note that restricting certain cookies may affect the functionality of our website. For more information on how to manage cookies in your browser, visit:

- www.allaboutcookies.org
- www.aboutcookies.org

5.3 Opting Out of Google Analytics

If you wish to prevent your data from being collected by Google Analytics across all websites, you can install the Google Analytics Opt-out Browser Add-on, available at: <https://tools.google.com/dlpage/gaoptout>

6. Legal Basis for Using Cookies

Under UK GDPR and PECR, we rely on the following legal bases for our use of cookies:

- Strictly necessary cookies: These are exempt from consent requirements under PECR as they are essential for the website to function.
- All other cookies: We rely on your freely given, specific, informed and unambiguous consent. You may withdraw this consent at any time.

7. Changes to This Policy

We may update this Cookie Policy from time to time, for example to reflect changes in the cookies we use or for legal, operational or regulatory reasons. We encourage you to revisit this policy each time you visit our website to stay informed. The date at the top of this policy shows when it was last reviewed.

8. Contact Us

If you have any questions about this Cookie Policy or how we handle your data, please contact us:

Crowborough Foodbank

All Saints Church, Church Road, Crowborough, East Sussex, TN6 1ED

Email: info@crowborough.foodbank.org.uk

Phone: 07936 515798

Registered Charity No. 1194485

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

| ICO Helpline: 0303 123 1113 www.ico.org.uk | ICO Helpline: 0303 123 1113

Crowborough Foodbank is a registered charity in England and Wales (Charity No. 1194485). We are a member of the Trussell Trust Foodbank Network. Trussell Trust network foodbanks are independent charities, and each is responsible for its own data.