

Cookie Policy

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In plain English. This site sets four cookies. All four are needed for it to work — to keep you signed in, to stop other websites submitting forms as you, and to remember your answer to the banner. There is no analytics, no advertising, and nothing that follows you to other websites.

This policy lists every cookie this site sets, what each one does and how long it lasts. It is written to the Privacy and Electronic Communications Regulations 2003 as amended by the Data (Use and Access) Act 2025.

1. What a cookie is

A cookie is a small file a website asks your browser to keep. Some are needed for a site to work at all — to remember you are signed in, or to check that a form was submitted by you rather than by another website. Others are optional, and the law says a site must ask before setting those.

The rules cover more than cookies. They apply to anything that stores information on your device or reads what is already there — local storage, tracking pixels, device fingerprinting and software development kits. We use none of those. Where this policy says "cookie", it means all of them.

2. The cookies we set

Strictly necessary

These do not require your consent, because the site cannot provide the service you asked for without them.

Name	What it does	How long it lasts
wecare_session	Keeps you signed in, and remembers your booking as you move through the steps.	Two hours after your last activity

Name	What it does	How long it lasts
XSRF-TOKEN	Protects every form on the site against cross-site request forgery — that is, against another website submitting a form as though it were you.	Two hours
wecare_cookie_consent	Remembers the choice you made on the banner, so we stop asking. Set only once you have answered. Remembering that you said no is not something we need permission for.	12 months
wecare_consent_id	A random identifier with nothing personal in it, so that if you change your mind we update your existing record rather than creating a new one each time.	12 months

Analytics and statistics

We do not currently set any analytics cookies at all.

If we ever do, the Data (Use and Access) Act 2025 added an exception to PECR that may apply. It allows storage used *only* to collect statistical information about how a service is used, with the aim of improving it, provided the result is aggregate information that cannot be used to identify anybody. Where the exception applies, consent is not required — but we must still tell you clearly and give you a straightforward way to object.

Our commitment, if we add analytics: every cookie will be listed in the table above before it is switched on, we will keep its use inside that exception, and we will still offer you an opt-out on the banner. We will not quietly lean on the exception to start measuring you without saying so.

Advertising and marketing

None. We set no advertising cookies, we do not run retargeting, and we do not track you across other websites. If that ever changed we would ask for your consent first — the exception above does not cover advertising, and it never will.

3. Other storage on your device

We do not use local storage, session storage, IndexedDB, tracking pixels or device fingerprinting.

4. Other people's cookies

4.1 **Stripe.** When you pay, you are taken to Stripe's secure checkout. Stripe sets its own cookies there to process the payment and prevent fraud, which are necessary for the payment you asked for. Their notice is at stripe.com/cookies-policy/legal.

4.2 **Nothing else.** Our fonts, images and scripts are served from our own domain. There is no advertising network, no social media widget and no embedded video on our pages, so none of those companies learns that you visited us.

5. Your choice

5.1 When you first arrive we ask whether you accept optional cookies.

5.2 **Until you answer, we set only the strictly necessary cookies in section 2.** Nothing optional is set in advance and switched off afterwards.

5.3 Accepting and rejecting are **equally easy** — the same size, the same prominence, one click each. Rejecting is not hidden behind a second screen. Regulatory guidance is clear that making refusal harder than acceptance is not a real choice, and we agree with it.

5.4 You can change your mind at any time using **Manage cookies** at the foot of every page. Withdrawing consent is as easy as giving it.

5.5 We record what you chose, when, and which version of this policy applied, because we have to be able to demonstrate that your choice was respected.

6. Turning cookies off in your browser

You can block or delete cookies in your browser settings. If you block the strictly necessary ones you will not be able to sign in or complete a booking, because the site has no way of knowing who you are from one page to the next.

7. Your rights, and complaining

7.1 Where a cookie involves your personal information, the rights set out in our [Privacy Policy](#) apply to it.

7.2 If you think we have handled cookies wrongly, tell us at info@wecarehome.co.uk. We acknowledge complaints within 30 days and respond without undue delay.

7.3 You can also complain to the Information Commissioner's Office, which enforces PECR, at ico.org.uk or on 0303 123 1113.

8. Changes

If we add a cookie it is listed here before it is set, and the version number at the top of this page changes. A change to an optional category asks you again.

This document was last reviewed by [SOLICITOR NAME] on [DATE].