

in the section Home On this page Cookies we use How to contact us General information First published: 20 June 2019 Last updated: 1 April 2022 Overview Cookies are files saved on your phone, tablet or computer when you visit a website. They are widely used to make websites work more efficiently. We use cookies to collect information about how you use our website, such as the pages you visit. We collect this information in a way that does not identify anyone. Cookies we use Analytics cookies We use Google Analytics to collect information about how visitors use our website. We use that information to help us improve the website for users. Google Analytics cookies store anonymous information about: How you got to the website, for example, using a search engine What pages you visit, and how long you spend on them What you click on the website Google Analytics collect cookies in a way that does not directly identify anyone. about how Google safeguard your data Name Expires Description \_ga Two years These help us count how many people visit our website by tracking if you've visited before \_gid 24 hours These help us count how many people visit our website by tracking if you've visited before \_gat One minute These are used to throttle request rate This anonymous data is stored in Google Analytics and Google Tag Manager. It's accessed by our Digital Communications and Learning team to improve the performance of the website. You can opt out of being tracked by Google Analytics across all websites You can disable these cookies on our website at any time by updating your preferences Hotjar cookies We use Hotjar to better understand how you use our website. The service gives us information such as how much time users spend on a page, and what they choose to click on. We use this information to make improvements to the website for all users. We also use Hotjar to get feedback from users through surveys and polls. Hotjar uses cookies to collect information on users' behaviour and devices, such as: device's IP address (collected and stored anonymously) screen size device type browser geographic location (country only) preferred language Hotjar stores this information in a pseudonymised user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user. For more information, read Hotjar's privacy policy . You can disable these cookies on our website at any time by updating your preferences Name Expires Description \_hjSessionUser\_{site\_id} One year Set when a user first lands on a page. It's used to persist the Hotjar User ID, unique to that site and to ensure data from subsequent visits to the same site are attributed to the same user ID. \_hjClosedSurveyInvites One year Set once a user interacts with an External Link Survey invitation modal. It's used to make sure that the survey doesn't reappear if it's already been shown \_hjDonePolls One year Set once a user completes a survey on the site. It's used to make sure that the survey doesn't reappear if it has already been completed \_hjMinimizedPolls One year Set once a user minimises a poll on the site. It's used to make sure the poll stays minimised as a user navigates through the site \_hjShownFeedbackMessage One year Set once a user minimises or completes Incoming Feedback. It's used to make sure Incoming Feedback stays minimised as a user navigates to other pages where it's set to show \_hjid One year Set when a user first lands on a page with the Hotjar script. It's used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behaviour in subsequent visits to the same site will be attributed to the same user ID \_hjTLDTTest Session When the Hotjar script executes, it tries to determine the most generic cookie path it should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, it tries to store the \_hjTLDTTest cookie for different URL substring alternatives until

it fails. After this check, the cookie is removed

**\_hjUserAttributesHash** Session User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated

**\_hjCachedUserAttributes** Session This cookie stores User Attributes which are sent through the Hotjar Identify API, whenever the user is not in the sample. These attributes will only be saved if the user interacts with a Hotjar Feedback tool

**\_hjLocalStorageTest** Under 100 ms This cookie is used to check if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in **\_hjLocalStorageTest** has no expiration time, but it is deleted almost immediately after it is created

**\_hjIncludedInPageviewSample** 30 minutes Set to let Hotjar know whether that visitor is included in the data sampling defined by your site's pageview limit

**\_hjIncludedInSessionSample** 30 minutes Set to let Hotjar know whether that visitor is included in the data sampling defined by your site's daily session limit

**\_hjAbsoluteSessionInProgress** 30 minutes This cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie

**\_hjFirstSeen** Session This identifies a new user's first session. It's used by Recording filters to identify new user sessions.

**\_hjViewportId** Session This is used to store user viewport details such as size and dimensions.

**\_hjSession\_{site\_id}** 30 minutes This holds current session data. It is used to ensure subsequent requests in the session window are attributed to the same session.

**\_hjSessionTooLarge** Session This causes Hotjar to stop collecting data if a session becomes too large. It is determined automatically by a signal from the WebSocket server if the session size exceeds the limit.

**\_hjSessionRejected** Session This cookie, if present, set to '1' for the duration of a user's session, when Hotjar has rejected the session from connecting to our WebSocket due to server overload. It is applied in extremely rare situations to prevent severe performance issues.

**\_hjSessionResumed** Session This is set when a session/recording is reconnected to Hotjar servers after a break in connection.

**\_hjRecordingEnabled** Session Set when a Recording starts. It is used to read when the Recording module is initialized to see if the user is already in a recording in a particular session.

**\_hjRecordingLastActivity** Session Set in Session storage as opposed to cookies. It's updated when a user recording starts and when data is sent through the WebSocket (the user performs an action that Hotjar records).

**Performance cookies** We may work with other partners to monitor and improve the performance of our website. These cookies measure things like how you view YouTube videos that are on our website. You can disable these cookies at any time by updating your preferences

**Necessary cookies** Necessary cookies make the website work. They do things like:

- Security settings** Remember which notifications you've seen so we don't show them again
- Remembers your cookie preferences** so that we don't have to ask you again

You may disable these cookies by changing your browser settings, but this may affect how the website functions.

**Secure connection cookies** Your browser uses cookies to make secure connections to websites with a 'https' URL. Different versions are used for different levels of security.

**PEF online** If you visit PEF Online, additional cookies to those set out above will be placed:

Name	Set by	Duration	Description
ASP.NET_SessionId	Website	Deleted when user leaves site or after 20 minutes of inactivity	Identifies user for duration of visit to website
PEFLanguage	Website	1 year	Identifies whether user prefers or Welsh language version of site

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