

1. What are cookies?

A cookie is a small piece of data that websites collect from visits and that can identify a web-enabled user device such as a computer, laptop, mobile, smartphone or tablet. To find out more about cookies, including how to see what cookies have been set visit: www.aboutcookies.org or www.allaboutcookies.org.

2. What cookies do we use and why?

Necessary:

These are essential to enable you to move around the website and use its features.

Cookie Name	Purpose	Expiry
SSESS[0-9a-f]{32}	Session Cookie	23 days

Preferences/Functional:

These allow the website to remember choices you make (such as your username). The information these cookies collect is anonymised (i.e. it does not contain your name, address etc.) and they do not track your browsing activity across other websites.

Cookie Name	Purpose	Expiry
cookie-agreed	EU cookie compliance Drupal module	100 days
cookie-agreed-version	EU cookie compliance Drupal module	100 days
cookie-agreed-categories	EU cookie compliance Drupal module	100 days
MUID	Microsoft clarity	1 year

Connect Portal Cookie Policy



Cookie Name	Purpose	Expiry
CLID	Microsoft clarity	1 year
_clck	Microsoft clarity	1 year
_clsk	Microsoft clarity	1 year

Performance:

Cookie Name	Purpose	Expiry
_ga	Google Analytics	1 year
_gid	Google Analytics	1 day
_ga_9K7SNWED3J	Google Analytics	1 week
1P_JAR	Browsealoud	30 days
AEC	Browsealoud	2.5 months
ANID	Browsealoud	2 years
APISID	Browsealoud	2 years
CONSENT	Browsealoud	16 years
HSID	Browsealoud	2 years
NID	Browsealoud	6 months

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Cookie Name	Purpose	Expiry
OTZ	Browsealoud	2 weeks
OGPC	Browsealoud	1 month
SAPISID	Browsealoud	2 years
SEARCH_SAMESITE	Browsealoud	6 months
SID	Browsealoud	6 months
SIDCC	Browsealoud	3 months
SSID	Browsealoud	6 months
__Secure-3PAPISID	Browsealoud	2 years
__Secure-3PSID	Browsealoud	2 years
__Secure-3PSIDCC	Browsealoud	1 year
_ga	Browsealoud	2 years
_gid	Browsealoud	1 day
_gat_UA-4669579-11	Browsealoud	3 days
_wc_cust_guid_	Browsealoud	4 days

3. How to change cookie settings?

Each time you start a new portal session you will be prompted to review cookie preferences. You can control, accept and decline cookies. If you choose to decline cookies, you may not be able to fully experience the interactive features of our site. If you choose to delete cookies, any preferences you have changed will be lost. You can change your cookie preferences at any time by clicking on the privacy settings 'sticky tab' at the bottom of the screen.

Alternatively, most web browsers allow some control of most cookies through the browser settings.

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)
- [Apple Safari](#)

To find information relating to other browsers, visit the browser developer's website.

To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

4. Cookies and data protection

If you would like to know how we collect and process your personal information, please [click here](#) to see our Privacy Policy.

5. Complaints

If you would like to raise a complaint in relation to this policy, you can do this by calling us on **03000 120 120** or emailing us at act@alliancehomes.org.uk.

All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

6. Policy revision

Approval stage	Date completed
SLT review / approval	11/04/2024
Minor amend made to insert standard complaints section and format for external publication	June 2025
Next review date	April 2026