**Cookie Policy**

IntellOperations Ltd  
Effective Date: May 2025

# 1. Introduction

This Cookie Policy explains how IntellOperations Ltd ("we", "our", or "us") uses cookies and similar technologies to recognise users when they visit our website. It outlines the types of cookies we use, why we use them, and how you can control their use.  
  
This policy should be read alongside our Privacy Policy.

# 2. What Are Cookies?

Cookies are small text files stored on your device (computer, tablet, or smartphone) when you visit a website. They allow the website to remember your actions and preferences over time.  
  
While cookies typically do not contain personally identifiable information, they may be linked to such data in certain cases.

# 3. Types of Cookies We Use

We use the following categories of cookies on our website:  
  
- Strictly Necessary Cookies: Required for site functionality and security.  
- Performance/Analytics Cookies: Help us understand how users interact with our website.  
- Functionality Cookies: Remember user preferences and enhance usability.  
- Third-Party Cookies: Set by third-party services such as Google Analytics or embedded media (e.g., YouTube).

# 4. Purposes for Using Cookies

Cookies are used to:  
- Maintain website security and performance.  
- Enable user logins and session management.  
- Improve user experience and personalise content.  
- Analyse site traffic and usage patterns.  
- Fulfil legal obligations regarding user consent.

# 5. Legal Basis for Processing (UK GDPR Compliance)

We rely on explicit user consent for non-essential cookies, obtained via a cookie banner. Essential cookies are processed under our legitimate interest to provide a secure and functional website.

# 6. How You Can Manage Cookies

Users can:  
- Accept or reject cookies via our banner.  
- Adjust cookie settings using the 'Cookie Settings' link.  
- Disable or delete cookies in their browser settings.  
  
Please note that disabling certain cookies may affect website functionality.

# 7. Data Retention for Cookies

Cookies are retained for varying durations:  
- Session Cookies: Removed when the browser is closed.  
- Persistent Cookies: Last up to 12 months.  
- Analytics Cookies (e.g., Google): Typically 24 months.

# 8. Updates to This Cookie Policy

This policy may be updated periodically. Changes will be communicated via our website and take effect immediately upon publication.  
  
Last reviewed: May 2025

# 9. Contact Us

For questions or concerns regarding our use of cookies, please contact:  
  
- hub@intellops.co.uk  
- support@intellops.co.uk  
- admin@intellops.co.uk