ARC INITIATIVE

Cookies Policy

How the Arc Initiative website uses cookies and similar technologies

Policy detail	Information
Policy owner	Chidi O'Hanekwu
Applies to	The Arc Initiative website and any online forms, booking pages or donation pages we link to from it
Version	1.0
Last updated	September 2026
Next review due	September 2027, or sooner if we change our website, add new tools, or the law changes
Related policies	Privacy and Data Protection Policy

1. About this policy

This policy explains what cookies are, which ones the Arc Initiative website uses, why we use them and how you can control them. It should be read alongside our Privacy and Data Protection Policy, which explains how we use personal information more generally.

We have written this policy in plain English because many of the people who use our website are young people aged 16 to 25, including care leavers and care-experienced young people, along with parents, carers, referrers from schools, colleges and leaving care teams, volunteers, mentors, employers and donors. If anything here is unclear, contact us and we will explain it.

2. What cookies are

A cookie is a small text file that a website puts on your computer, phone or tablet when you visit. Cookies let a site remember things, such as the pages you have looked at or the choices you have made. Similar technologies, including pixels, tags, local storage and software development kits, do much the same job, and this policy covers all of them.

Cookies set by our own website are called first-party cookies. Cookies set by another organisation whose content or service appears on our site, such as a video player or a donation platform, are called third-party cookies.

3. The law we follow

Our use of cookies is governed by the Privacy and Electronic Communications Regulations, and by the UK General Data Protection Regulation and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, where a cookie involves personal information.

- Cookies that are strictly necessary for the website to work, or to provide a service you have asked for, do not require your consent

- Since the Data (Use and Access) Act 2025, cookies used only to collect statistical information about how people use a website, or to improve how it appears and performs, may be used without prior consent, provided that we tell you clearly about them and give you a simple way to object
- All other cookies, including advertising, profiling and cross-site tracking cookies, require your consent before they are placed
- You can change your mind at any time, and withdrawing consent must be as easy as giving it

> **Our approach**
>
> Even where the law allows statistical cookies without prior consent, Arc Initiative will tell you plainly what we use and give you a clear way to turn them off. We do not use cookies for advertising, and we do not sell information collected through our website.

4. The cookies we use

Our website is built with the One.com Web Editor. We checked the live site in October 2026, across the home page, Donate, Our Impact, Get Support and Contact pages, and the position is set out below. We group cookies and similar technologies into four categories.

Category	What it does	Consent needed
Strictly necessary	Makes the website work, keeps it secure, and supports our contact and support forms	No
Functional and preference	Remembers choices such as language or text size so you do not have to set them again	Yes, unless the cookie is needed for a service you have asked for
Statistical and performance	Counts visits and page views so that we can see which pages are useful. We do not currently use any cookies of this kind	No prior consent required for low-risk statistical use, and you could turn it off at any time
Marketing and tracking	Follows visitors across websites to build a profile or show adverts	Yes, and Arc Initiative does not currently use cookies in this category

What is actually in use

Arc Initiative sets no analytics, advertising or tracking cookies. We do not profile visitors, we do not share information about your visit with advertisers, and we do not sell anything collected through our website. Donations are handled on the JustGiving website rather than on ours, so any cookies involved in making a donation are set by JustGiving under its own cookie policy.

The only third-party technology on our website is spam protection on our forms. It uses two items of session storage rather than cookies, and they are cleared as soon as you close the tab.

Name	Set by	Purpose	Category	Expires
frc_sc	Friendly Captcha, on the Contact and Get Support pages	Protects our forms from automated spam. Stored in session storage, not a cookie	Strictly necessary	When you close the tab
frc_sid	Friendly Captcha, on the Contact and Get Support pages	Identifies the form session so that the spam check works. Stored in session storage, not a cookie	Strictly necessary	When you close the tab

Your web browser may also keep a small amount of technical information that is needed for any website to load and stay secure. We check this list against the live website at least once a year, and whenever we add a new tool, form, video or payment page.

5. Third-party content on our website

Some features on a website are often provided by other organisations, and those organisations can set their own cookies. On our website, the position is as follows.

- Spam protection on the Contact and Get Support forms is provided by Friendly Captcha, using servers in the European Union. It uses the two session storage items listed above
- Donating takes you to the JustGiving website. Cookies used during a donation are set by JustGiving on its own site, and its cookie and privacy policies apply there
- The fonts used on our website are served from our own domain rather than called from an outside font service, so no information about your visit is passed on when a page loads
- We do not currently embed video players, social media feeds, maps or advertising tags. If we add any of these, we will update this policy and, where consent is needed, ask for it before they load

6. How to control cookies

Because we do not use analytics, advertising or tracking cookies, there is currently nothing on our website that you need to consent to, and no cookie banner. If we add anything that requires consent, we will introduce a clear banner that lets you accept or reject it and lets you change your mind later.

You can also control cookies and similar technologies yourself at any time.

- Change the settings in your browser to block or delete cookies. All main browsers allow this, usually under settings, privacy or security
- Use your browser's private or incognito mode, which clears cookies and session storage when you close the window
- On a phone or tablet, use the device privacy settings to limit tracking

Blocking everything may stop parts of the website working properly, including the contact and support forms, because the spam protection relies on session storage.

7. Cookies and young people

Our website is aimed at young people as well as adults, and some visitors will be under 18. We take that seriously.

- We do not use cookies to advertise to anyone, and we do not build profiles of visitors
- We keep the cookie banner short and in plain English, with a clear option to reject non-essential cookies
- We have regard to the Information Commissioner's Office code of practice on age-appropriate design when we make choices about our website
- We do not ask for personal information through the website unless it is needed, for example to contact us, refer a young person or make a donation
- Nothing on our website requires a young person to accept optional cookies in order to get support from us

8. Your rights and how to contact us

Where information collected through cookies is personal information, the rights set out in our Privacy and Data Protection Policy apply, including the right to ask what we hold, to object to how we use it and to complain.

How to reach us	Details
Email	info@arcinitiative.co.uk
Telephone	0207 459 4879
Post	Arc Initiative, 167 to 169 Great Portland Street, 5th Floor, London, W1W 5PF
Charity number	1199808
Information Commissioner's Office registration	ZB529797

If you are unhappy with how we use cookies or personal information, please contact us first. We will acknowledge your complaint within 30 days and tell you the outcome of our investigation. You can also complain to the Information Commissioner's Office on 0303 123 1113.

9. Review

We review this policy at least once a year, and whenever we add a new tool to the website, change website provider, or the law or regulatory guidance changes.

Version	Date	Summary of changes
1.0	September 2026	This policy has been created to sit alongside the Privacy and Data Protection Policy and to reflect the cookie consent changes made by the Data (Use and Access) Act 2025

Signed on behalf of the Board of Trustees
Stephanie Nicola

Name and role
Stephanie Nicola

Date
01/09/2026