

## Cookie Policy

Mail Resource Logistics Ltd

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### 1. Cookies and Similar Technologies

Mail Resource Logistics Ltd uses cookies and similar technologies on its website to improve functionality, enhance user experience, understand how visitors use our website and, where appropriate, support our marketing activities.

Cookies are small text files that are stored on your computer, smartphone or other device when you visit a website. They enable websites to recognise your device, remember your preferences and improve the overall browsing experience.

We use cookies in accordance with the UK Privacy and Electronic Communications Regulations (PECR), the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR), and other applicable privacy legislation.

#### 1.1 What Are Cookies?

Cookies are small data files placed on your device by your web browser when you visit a website.

Depending on their purpose, cookies may:

- remember your preferences;
- maintain website security;
- enable core website functionality;
- improve website performance;
- collect anonymous usage statistics;
- support website analytics;
- remember your consent preferences; or
- enable marketing functionality where you have provided consent.

Cookies generally do not identify you directly. However, where cookies can identify an individual, directly or indirectly, they are treated as personal data under applicable data protection legislation.

#### 1.2 Types of Cookies We Use

The Mail Resource Logistics Ltd website may use the following categories of cookies.

## Strictly Necessary Cookies

These cookies are essential for the operation of our website and cannot normally be disabled.

They are used to:

- maintain website security;
- remember privacy preferences;
- enable page navigation;
- protect against fraudulent activity;
- manage website sessions; and
- provide requested online services.

Because these cookies are necessary for the operation of the website, they do not normally require consent under applicable legislation.

## Functional Cookies

Functional cookies help us provide enhanced website features and remember choices you make during future visits.

These may include remembering:

- language preferences;
- region settings;
- previously entered information;
- accessibility settings; and
- other website preferences.

Where required by law, these cookies will only be used with your consent.

## Analytics and Performance Cookies

Analytics cookies help us understand how visitors use our website so that we can improve its performance and usability.

These cookies may collect information such as:

- pages visited;
- time spent on pages;
- navigation paths;
- browser type;
- device information;
- referring websites; and
- general geographic location.

Where practical, this information is aggregated or anonymised before analysis.

Analytics cookies will only be used where required consent has been obtained.

## Marketing and Advertising Cookies

Subject to your consent, we may use marketing cookies to:

- measure the effectiveness of marketing campaigns;
- understand visitor interests;
- personalise website content;
- support online advertising; and
- improve future marketing activities.

Mail Resource Logistics Ltd does not sell personal data to third parties for advertising purposes.

Marketing cookies will only be placed on your device where you have provided the appropriate consent.

### 1.3 Third-Party Cookies

Certain features available through our website may be provided by carefully selected third-party service providers.

Depending upon the services used, these providers may place cookies on your device.

Examples may include providers of:

- website analytics;
- website hosting;
- embedded maps;
- video content;
- customer support tools;
- marketing platforms; or
- social media integrations.

Each third party is responsible for its own privacy practices and cookie technologies.

Where applicable, we encourage users to review the privacy information provided by those organisations.

### 1.4 Cookie Consent

When you first visit our website, you will be presented with a cookie banner requesting your preferences for non-essential cookies.

You may choose to:

- accept all cookies;
- reject non-essential cookies; or
- customise your cookie preferences.



Your choices will be respected and recorded in accordance with applicable legal requirements.

You may change your cookie preferences at any time using the cookie settings available on our website.

### 1.5 Managing Cookies

Most internet browsers allow you to:

- view cookies stored on your device;
- delete cookies;
- block cookies;
- prevent cookies from being stored; and
- configure different settings for different websites.

Please note that disabling certain cookies may affect the functionality or performance of parts of our website.

Further information regarding browser settings can usually be found within your browser's help documentation.

### 1.6 Cookie Retention

Different cookies remain on your device for different periods of time.

Some cookies are deleted automatically when your browsing session ends, while others remain on your device for a defined period in order to remember your preferences during future visits.

Details of the retention period for each cookie are provided within our separate Cookie Policy and, where applicable, within our cookie preference centre.

### 1.7 Changes to Our Use of Cookies

As our website develops, we may introduce new features or technologies that require different cookies or similar technologies.

Where this occurs, we will update our Cookie Policy and, where required by law, seek your consent before placing new non-essential cookies on your device.

### 1.8 Further Information

Additional information regarding the cookies and similar technologies used by Mail Resource Logistics Ltd, including their purpose, provider, duration and legal basis, is available in our separate Cookie Policy.

We recommend reviewing both this Privacy Notice and our Cookie Policy to understand how your information is collected and used when you visit our website.

### 1.9 Our Commitment to Transparency



Mail Resource Logistics Ltd is committed to ensuring that the use of cookies and similar technologies is transparent, proportionate and respectful of your privacy.

We regularly review our website technologies to ensure they remain appropriate, necessary and compliant with applicable data protection and electronic communications legislation.

Where consent is required, we will obtain and record that consent before placing non-essential cookies on your device.

## 1. Introduction

This Cookie Policy explains how Mail Resource Logistics Ltd ("Mail Resource Logistics", "we", "our" or "us") uses cookies and similar technologies when you visit our website.

This Policy explains:

what cookies are;

why we use them;

the types of cookies we use;

how long they remain on your device;

how you can manage your cookie preferences; and

your rights regarding cookies and similar technologies.

This Cookie Policy should be read alongside our Privacy Notice, which explains how we collect, use and protect personal data.

## 2. What Are Cookies?

Cookies are small text files placed on your computer, smartphone, tablet or other internet-enabled device when you visit a website.

Cookies allow websites to recognise your device and remember certain information about your visit.

Cookies help websites to:

- operate correctly;
- improve website performance;
- remember your preferences;
- understand how visitors use the website;
- improve security;
- personalise your browsing experience; and
- measure the effectiveness of marketing activities where consent has been provided.





Some cookies are deleted automatically when you close your browser, whilst others remain stored on your device for a defined period.

Where cookies identify, or can reasonably be linked to, an individual, they are treated as personal data under applicable data protection legislation.

### 3. Why We Use Cookies

Mail Resource Logistics Ltd uses cookies for a number of legitimate purposes, including to:

- ensure the website functions correctly;
- maintain website security;
- remember user preferences;
- improve website performance;
- understand visitor behaviour;
- analyse website traffic;
- improve customer experience;
- measure website effectiveness;
- comply with legal obligations relating to cookie consent; and
- support our marketing activities where you have provided consent.

We do not use cookies for unlawful tracking or profiling.

### 4. Types of Cookies We Use

#### 4.1 Strictly Necessary Cookies

Strictly Necessary Cookies are essential for the operation of our website.

These cookies enable core functionality including:

- page navigation;
- website security;
- session management;
- cookie preference management;
- fraud prevention; and
- system administration.

Because these cookies are necessary for the operation of the website, they do not normally require user consent.

If these cookies are disabled, some parts of the website may not function correctly.

#### 4.2 Functional Cookies

Functional Cookies allow the website to remember choices you have made.

These may include:



- language selection;
- accessibility preferences;
- region selection;
- saved settings; and
- other personalised features.

These cookies improve your browsing experience but are not essential for the operation of the website.

Where required by law, they are only placed after you have provided consent.

#### 4.3 Analytics and Performance Cookies

Analytics Cookies help us understand how visitors interact with our website.

These cookies may collect information including:

- pages viewed;
- visitor numbers;
- browsing paths;
- traffic sources;
- session duration;
- browser type;
- operating system; and
- approximate geographic location.

Where possible, analytics information is aggregated or anonymised before analysis.

These cookies are only used where consent has been provided.

#### 4.4 Marketing Cookies

Marketing Cookies help us understand how visitors interact with our marketing activities.

Where consent has been provided, these cookies may be used to:

- measure advertising performance;
- understand visitor interests;
- improve future marketing campaigns;
- limit repeated advertisements;
- personalise online experiences; and
- evaluate campaign effectiveness.

Mail Resource Logistics Ltd does not sell personal data to advertisers.

Marketing cookies are only used with your explicit consent.

#### 5. First-Party and Third-Party Cookies

Our website may use both first-party and third-party cookies.



## First-Party Cookies

These are placed directly by Mail Resource Logistics Ltd and are generally used for:

website functionality;

- security;
- user preferences; and
- operational purposes.
- Third-Party Cookies

Some website functionality is provided by trusted third-party providers.

These may include:

- website analytics providers;
- map services;
- embedded video services;
- customer support software;
- marketing platforms;
- payment providers; and
- social media integrations.

Each third-party provider is responsible for its own privacy practices.

We encourage users to review the privacy information published by those providers.

## 6. Cookie Consent

When you first visit our website, you will be presented with a cookie banner that enables you to choose how non-essential cookies are used.

You may choose to:

Accept All Cookies;

Reject Non-Essential Cookies; or

Customise Your Preferences.

Your preferences will be recorded and respected in accordance with applicable legislation.

You may change your preferences at any time by accessing the Cookie Settings available on our website.

## 7. Managing Cookies

Most internet browsers allow you to:

- delete cookies;
- block cookies;



- prevent future cookies;
- view stored cookies;
- clear browsing data; and
- configure cookie preferences.

Please note that disabling cookies may affect the functionality of certain parts of our website.

## 8. Cookie Retention

Different cookies remain on your device for different periods depending upon their purpose.

These include:

- Session Cookies
- Deleted automatically when your browser is closed.
- Persistent Cookies
- Remain on your device until:
  - they expire;
  - you delete them; or your browser removes them.

The retention period for each cookie is detailed within the Cookie Register below

## 9. Changes to this Cookie Policy

Mail Resource Logistics Ltd may update this Cookie Policy from time to time.

Updates may occur due to:

- website improvements;
- changes in legislation;
- changes to third-party services;
- changes to cookies used;
- regulatory guidance; or
- improvements in transparency.

The latest version will always be published on our website.

## 10. Contact Us

If you have any questions regarding this Cookie Policy, please contact:

Mail Resource Logistics Ltd

Email: [dpo@mailresourcelogistics.co.uk](mailto:dpo@mailresourcelogistics.co.uk)

Telephone: +44(0)20-450-21219

Registered Office: Unit 3, The Mill, Horton Road, Stanwell Moor, TW19 6BF, UK

Appendix A – Cookie Register



| Cookie Name    | Provider         | Purpose                   | Category           | Duration  | First / Third Party | Consent Required |
|----------------|------------------|---------------------------|--------------------|-----------|---------------------|------------------|
| cookie_consent | Website          | Stores cookie preferences | Strictly Necessary | 12 months | First               | No               |
| PHPSESSID      | Website          | Maintains secure session  | Strictly Necessary | Session   | First               | No               |
| _ga            | Google Analytics | Visitor analytics         | Analytics          | 2 years   | Third               | Yes              |
| ga*            | Google Analytics | Session analytics         | Analytics          | 2 years   | Third               | Yes              |
| _gid           | Google Analytics | Distinguishes users       | Analytics          | 24 hours  | Third               | Yes              |
| _gat           | Google Analytics | Request throttling        | Analytics          | 1 minute  | Third               | Yes              |
| _fbp           | Meta Pixel       | Advertising measurement   | Marketing          | 90 days   | Third               | Yes              |
| _gcl_au        | Google Ads       | Advertising conversion    | Marketing          | 90 days   | Third               | Yes              |