

To ensure all features on any of our websites work properly your devices, (e.g. Laptop, Tablet, Mobile etc) needs to accept cookies. Don't worry our cookies don't store your personal information but provide us with anonymous information about your use of the website and help us recognise you (as an anonymous user) so we can personalise your online experience. Cookies will automatically be placed on your computer, tablet, or mobile web browser when you visit any TalkTalk websites.

We also work with select partners that provide content for our website who will have their own cookie policies, and we advise you to visit their cookie policies should you follow a link and/or visit their website. You can choose to manage or disable cookies anytime through your browser settings, but if you do some parts of the site may not work properly - [Click here for our full list of Ad Technology Providers](#).

## What types of cookies we use

Cookie Type	What it does
Essential & Functional Cookies	<ul style="list-style-type: none"><li>Essential Cookies are also sometimes called "strictly necessary" they are automatically dropped onto your computer, tablet or mobile when you access our websites as they are essential for our website to function correctly.</li><li>Functional cookies allow us to remember any preferences you've made and we use them to improve your online experience. These cookies are anonymous and don't track browsing activity across other websites.</li></ul>
Personalisation & Re-targeting cookies	<ul style="list-style-type: none"><li>Personalisation cookies help us to tailor our website based on your interests. They tell us how you're using the site, so we can show you products and offers that might be of interest to you.</li><li>Targeted cookies are used by advertisers on our website. They track your browser when you visit different websites to understand what you're interested in and use this information to display more relevant adverts to you on other websites.</li></ul>
Analytical & Tracking Cookies	<ul style="list-style-type: none"><li>Analytical &amp; Tracking cookies are used to track visitors on the website. How you browse, how long are you staying on the site, what you are looking at and when you have made a purchase. They are essential in measuring customer experience, the performance of a website, and to optimise it.</li></ul>

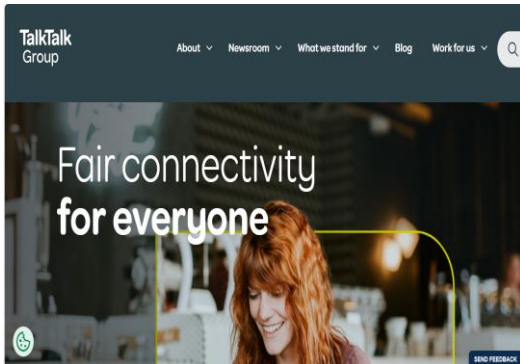
## List of Cookies used

Cookie name	Lifespan	Purpose
exp_csrf_token	2 Hours	This cookie is used by the website content management system to protect forms against cross-site-request-forgery attacks
1PSIDCC	1 year	This cookie is used by Google for Ad personalisation based on your interests
SIDCC	1 year	Contains information about your logged in google account to help prevent fraud online
__Secure-* (multiple)	1 year 1 month	Used by Google for Ad personalisation
SAPISID	1 year 1 month	Used by Google for Ad personalisation
APISID	1 year 1 month	Used by Google for Ad personalisation
SID	1 year 1 month	Contains information about your logged in google account to help prevent fraud online
SSID	1 year 1 month	Used for google ads optimization
HSID	1 year 1 month	Contains information about your logged in google account to help prevent fraud online
NID	6 months	Used to show Google ads in Google services for signed out users
_gcl_au	1 year 1 month	Used to store and track ad conversions in google analytics
_ga	1 year 1 month	Google Analytics cookie to collect data on website traffic. Read a summary of Google Analytics' data practices.
_ga_* (multiple)	1 year 1 month	Google Analytics cookie to collect data on website traffic. Read a summary of Google Analytics' data practices.
_gat_UA-251940121-1	1 hour	Google Analytics cookie used to throttle the speed of requests to the server.
_ga_* (multiple)	1 year 1 month	Google Analytics cookie to collect data on website traffic. Read a summary of Google Analytics' data practices.
_ga	1 year 1 month	Google Analytics cookie to collect data on website traffic. Read a summary of Google Analytics' data practices.
AEC	1 year	Google security cookie used to confirm visitor authenticity, protect visitor data and prevent fraudulent use of credentials
__Secure-ENID	1 year	Google security cookie used to confirm visitor authenticity, protect visitor data and prevent fraudulent use of credentials
_gid	24 hours	Google Analytics cookie to distinguish users.

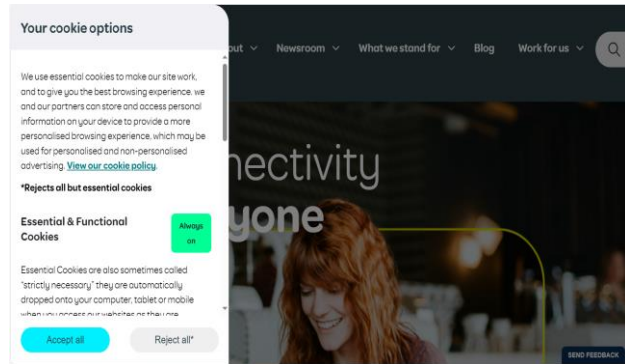
## How to manage your cookies

You can change your cookie preferences at any time by clicking on the 'C' icon which can be located in the corner of the screen. You can then adjust the available sliders to 'On' or 'Off', then clicking 'Save and close'. In order to for your settings to take effect you may need to refresh your page effect.

### Example 1



### Example 2



Remember, you don't have to manage your cookies using the above platform, most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

Find out how to manage cookies on popular browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Microsoft Internet Explorer
- Opera
- Apple Safari

We have a data protection officer who is responsible for all of our issues relating to the protection of personal data including our Cookie Policy. The data protection officer can be contacted via emailing [GDPRPrivacy@talktalkplc.com](mailto:GDPRPrivacy@talktalkplc.com) or by writing to The Data Protection Officer, TalkTalk Soapworks, Ordsall Lane Salford, M5 3TT.

## Changes to this policy

We may update this cookie policy from time to time. The revised policy will be posted to this page.