



Cookies Policy

About Cookies

We operate two websites, one in Welsh and one in English.

Our website, like most, put small files, known as cookies, onto your computer, tablet or smartphone. Cookies help to make your experience of our website better. Our websites use cookies to:

- Remember who you are which helps when you are filling out forms.
- Remember your settings so you do not have to keep changing them. For example, when you change the size or colour of text.
- See how people use our site so we can improve it.

You can read more about cookies including managing and deleting them on the [AboutCookies.org.uk](https://www.aboutcookies.org.uk) website. [Introduction to cookies | About Cookies](#). There is also information about managing cookies on the Information Commissioner's Office (ICO) website [Cookies | ICO](#).

There are two types of cookies:

- Session cookies, these are deleted when you close your browser.
- Persistent cookies, these last longer and expire after a certain amount of time.

Cookies we use

We use cookies that are necessary to help the website run smoothly for you. The list below shows the different cookies we use and how long they stay on your device for.

Name	What it does	Expires
CookieControl	Used to remember your choice about cookies on our websites.	90 days.
PHPSESSID	Session identifier.	End of browsing session.

Google Analytics cookies

We use Google Analytics cookies to collect information about how you use our websites. Google Analytics cookies collect information about the pages you visit, how you got there, how long you spend there and what you click on. This information helps us to make sure our websites meet people's needs and help us make the websites better.

Google Analytics assigns a randomly generated number to an individual visitor so we cannot identify you.

The list below shows the different Google Analytics cookies we use and how long they stay on your device for.

Name	Description	Expires
__ga	Helps us to count how many people to collect information about how visitors use our websites. You are not identifiable from the reports we run from Google Analytics.	2 years
__gat_UA-999999...		1 minute
__gid		1 day

You can [opt out of Google Analytics cookies.](#)

Manage or delete cookies

By visiting our website, some cookies will already have been saved on your device. You can remove these and change your browser settings to stop them being saved in future. To find out [how to change your cookie settings](#) go to the aboutcookies.org.uk website.

[Read more about managing cookies](#) on the Information Commissioner's Office (ICO) website.

If you delete or disable our cookies, you might not be able to view some of our website. One of the cookies we use is strictly necessary for our website to work. Without it you won't be able to use our website.

Email Policycontrol@ombudsman.wales if you find any cookies not listed here.

Website privacy

You can find out more about how we use and protect your information in our Visiting our website [privacy notice](#).