GDPR COMPLIANCE PROGRAMME

COOKIE NOTICE

NOT-04 | How EMS uses cookies on its websites

Data Controller	Equipment Management Solutions Group and its subsidiaries
Halifax Address	First Floor West, Bowling Mill, Dean Clough, Halifax, HX3 5AX
Belfast Address	75b Sydenham Road, Belfast, Northern Ireland, BT3 9DJ
Websites	www.emspalletmanagement.co.uk | www.emspalletmanagement.com
DPO Contact	Craig Lodge — compliance@ems-pm.com
ICO Registration	ZB872523
Supervisory Authority	Information Commissioner's Office (ICO), UK
Version	1.0 | June 2026
Last Updated	June 2026
Next Review	June 2027
Note	This notice must be published alongside a working cookie consent banner (CMP) on both EMS websites before going live.

1. What Are Cookies?

Cookies are small text files placed on your device (computer, tablet, or mobile phone) when you visit a website. They are widely used to make websites work efficiently and to provide information to the website owner.

This Cookie Notice explains what cookies Equipment Management Solutions Group and its subsidiaries ('EMS', 'we', 'our') uses on www.emspalletmanagement.co.uk | www.emspalletmanagement.com, why we use them, and how you can control them.

2. How We Use Cookies

We use cookies for the following purposes:

Cookie Type	Purpose	Examples	Consent Required?
Strictly necessary	Essential for the website to function. These cannot be switched off as they are required for core functions such as security and accessibility.	Session management, security tokens, load balancing	No — set automatically
Performance / Analytics	Help us understand how visitors use our websites by collecting anonymised information about pages visited, time spent, and traffic sources. Used to improve the website.	Website analytics platform (see Section 4)	Yes — consent required via cookie banner
Functional	Allow the website to remember choices you make (such as your cookie preferences) to provide a more personalised experience.	Cookie consent preferences, language settings	Yes — consent required via cookie banner
Marketing / Targeting	Used to deliver relevant content and, where applicable, track the effectiveness of any marketing. EMS does not currently use marketing cookies.	Not currently in use	Yes — consent required if activated

3. Strictly Necessary Cookies

These cookies are essential for you to browse our websites and use their features. Without them, services you have asked for — such as submitting a contact form — cannot be provided. Because they are essential, they do not require your consent and cannot be switched off through our cookie banner.

Cookie Name	Purpose	Duration
[Session cookie]	Maintains your session as you navigate the website	Session (deleted when browser closes)

Cookie Name	Purpose	Duration
cookie_consent	Stores your cookie consent preferences	12 months
[Security cookie]	Protects against cross-site request forgery (CSRF) attacks	Session
[Load balancer cookie]	Ensures your requests reach the same server	Session

Note: The specific cookie names used on the EMS websites will be confirmed and this table updated once the cookie consent management platform (CMP) has been implemented by Brighouse Computer Centre.

4. Analytics Cookies

With your consent, we use analytics cookies to understand how visitors interact with our websites. This helps us improve the user experience and content we provide. The information collected is anonymised and cannot be used to identify you personally.

Cookie Name	Provider	Purpose	Duration
[Analytics cookie]	[Analytics provider — to be confirmed on CMP implementation]	Tracks pages visited, session duration, traffic source, device type. IP address is anonymised.	26 months (anonymised at 13 months)

Analytics cookies are only placed on your device if you click "Accept" or "Accept analytics cookies" on our cookie consent banner. You can withdraw your consent at any time — see Section 6.

5. Third-Party Cookies

Our websites may contain links to third-party websites and embedded content (such as contact forms or maps). These third parties may set their own cookies on your device when you interact with their content. We do not control these cookies and recommend you review the relevant third party's cookie policy.

EMS does not currently embed social media plugins or advertising content on its websites. If this changes, this notice will be updated accordingly.

6. How to Control Cookies

6.1 Cookie Consent Banner

When you first visit either EMS website, you will be shown a cookie consent banner. You can choose to:

- Accept all cookies — including analytics and functional cookies;
- Reject non-essential cookies — only strictly necessary cookies will be set;
- Customise your preferences — choose which categories of cookies to accept.

You can change your cookie preferences at any time by clicking the "Cookie settings" link in the footer of our websites.

6.2 Browser Settings

You can also control cookies through your browser settings. Most browsers allow you to:

- View what cookies are stored and delete them individually;
- Block cookies from specific websites;
- Block all cookies from being set;
- Delete all cookies when you close your browser.

Please note that blocking all cookies may affect the functionality of our websites and prevent you from using certain features. For guidance on managing cookies in your specific browser, visit:

- Google Chrome: support.google.com/chrome/answer/95647
- Mozilla Firefox: support.mozilla.org/en-US/kb/enhanced-tracking-protection
- Microsoft Edge: support.microsoft.com/en-us/microsoft-edge/delete-cookies
- Safari: support.apple.com/en-gb/guide/safari/sfri11471

6.3 Opt-Out Tools

For analytics cookies, you may also be able to opt out directly through the analytics provider's own opt-out mechanism. Details will be provided here once our analytics provider is confirmed.

7. Cookie Consent Records

In accordance with the UK Privacy and Electronic Communications Regulations (PECR) and the UK GDPR, EMS records your cookie consent preferences. These records are maintained by Craig Lodge at compliance@ems-pm.com and retained for 12 months.

8. Changes to This Cookie Notice

We may update this Cookie Notice from time to time as our use of cookies changes or as required by law. We will notify you of any material changes by updating the "Last Updated" date at the top of this notice and, where appropriate, displaying a notification on our websites.

The current version of this Cookie Notice is always available on our websites.

9. Contact Us

If you have any questions about how we use cookies or about this notice, please contact:

Data Protection Lead	Craig Lodge

Email	compliance@ems-pm.com
Post	Data Protection Lead, Equipment Management Solutions Group, First Floor West, Bowling Mill, Dean Clough, Halifax, HX3 5AX
ICO Registration	ZB872523

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how we handle your personal data or cookie consent: ico.org.uk | 0303 123 1113.

END OF COOKIE NOTICE