Cookie Policy

All references to *the site* means www.scottishwater.co.uk; *we* means Scottish Water. Cookies are text files that websites place on your computer to collect information about your visit.

We use cookies to help us improve our website (www.scottishwater.co.uk) and provide a better user experience for people who use the website. You need to have cookies activated to sign up to our website and receive information about what is going on in your area and also to make a payment on our website.

You can disable cookies in your browser if you don't want to have cookies placed on your computer. However, if you turn off cookies, some of the features will not be available to you and it will affect how you use the website. E.g. you will not be able to view videos, maps, use the Sign in feature or make a payment. If you reject cookies in your browser before signing up to the website you will not be able sign in as the registration process is dependent on cookies.

We do not share personal information with third parties.

How we use information about you

- To get in touch with you about work in your area by email if you have requested this information from us at sign in
- To help us change the design and content of the website so we provide a better service
- To improve the customer experience of the website
- To provide an online personalised service
- To segment our audience to market our services and keep you informed about what we do
- To send e-newsletters to the email address you have provided on sign on. You can click unsubscribe on the e-newsletter to stop receiving them
- To carry out research on our customer base and on an anonymous level to understand usage trends and customer behaviour
- To provide e-payment facilities using Sagepay

Opting out of cookies
Overleaf is the list of cookies that we use. If you do not wish to accept any of the cookies you can opt out of them on your browser.

Types of cookies

Feature-based

A feature based cookie remembers how you have used an item of content on a page e.g. a cookie is downloaded when you have watched a video embedded in a page.

Function-based

A function based cookie remembers how you have used the website. We use these cookies to collect information to help us improve the website. The function-based cookies tell us how often the site is visited and which pages have received the most visits

Setting-based

A setting-based cookie is used to remember how you have changed parts of the site for your own viewing e.g. the size of the text on a page.

Third Party

A third party cookie is created by another website. We only allow third party cookies that help us provide an improved user experience. We have limited the use of third party cookies to those that we feel we absolutely need on our website. E.g. we use Google Analytics cookies to help us measure the use of the site and YouTube cookies to show videos on our website. Please note that we are not responsible for the use of cookies on third party websites or the content of those websites. We should point out that you should read the third party's cookie policy if you want to find out more about the third party's use of cookies by clicking on the links provided in the list of cookies below.

Session based cookies

Session based cookies are only used on your computer until you close down the website, then the cookie expires. Session based cookies help you move around the website faster and complete actions such as the extranet log in and the e-payment sign in.

Persistent cookie

We use persistent cookies for the sign in process to remember information about you so we can show you customised content when you visit the site and provide more relevant content that helps you do business more easily with us. The cookie:

- Identifies your preferences when customising content for you
- Records the last time you signed into the account
- Collect statistics on how you use our website

Google Analytics

Type	Cookie	Description	How to block the cookie and effect on the website
Function-based cookie / Third Party cookie	_utma 730 days _utmb Less than one day _utmc Date not set _utmz 182 days	Google Analytics cookies tell us how users visit the site. They tell us how often our site is visited and which pages have received the most visits. We use this information to improve our website. Find out more about Google's privacy policy here Read the information Google provides on Analytics cookies here	If you block Google Analytics cookies you will not notice any difference on the site. However, we would not be able to collect very useful information about how you have used the website. Click here to find out how to block Google Analytics on your browser Click here to use an opt-out browser add-on provided by Google

(Continued overleaf)

Scottish Water Website

Type	Cookie	Description	How to block the cookies and effect on the website
Function-based cookie / Third Party cookie	ASP.NET_SessionId: expires when you close your browser	This cookie is set by the content management system (the software we use to run the website) to acknowledge that a user has visited the site.	You will still be able to view the website if you block this cookie. However, future developments of the website may require that you have this cookie enabled. Click here to find out how to block cookies on your browser.

(Continued overleaf)

Font Sizing

Type	Cookie	Description	How to block and what would happen on the website
Setting based cookie	ScottishWater_Font_Preference expires in 365 days	If you change the font of your page using the A A A links at the top right hand side of the page a cookie will be set on your page to remember that you have increased the size of the font.	The website will not remember your font preferences. Click here to find out how to block cookies on your browser.

YouTube

Type	Cookie	Description	How to block the cookie and effect on the website
Feature-based / Third Party	VISITOR_INFO1_LIVE expires in 240 days Use_hitbox: Expires when you close your browser	YouTube is used to store and show video content. We use JWPlayer to stream movies from YouTube through our website. Read more about how JWPlayer works	Blocking YouTube cookies may mean some videos will not render or play properly on the website Click here to find out how to block cookies on your browser.

google.co.uk; google.com

Type	Cookie	Description	How to block the cookie and effect on the website
Function based / Third party	NID: expires in 184 days PREF: expires in 730 days	NIDGoogle sets this cookie to remember your selections or preferences that you've already made when looking at information or using a service PREF Google Maps sets this cookie to help with your experience using the Google Maps plugin. Find out more about Google's privacy policy here	Blocking Google cookies may mean that features such as Google maps do not render properly. Click here to find out how to block cookies on your browser.

e-payments

Type	Cookie	Description	How to block the cookie and effect on the website
Session based cookie Session based cookie / Third Party Cookie	ASP.NET_SessionId from Sitecore Expires when you leave the website JSESSIONID from sagepay.com Expires when you leave the website	Allows Sitecore and Sagepay to remember where you are in the e-payment process	If you block this cookies you will not be able to make a payment using Sagepay Click here to find out how to block cookies on your browser.

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Registered user log in; extranet user log in

Type	Cookie	Description	How to block the cookie and effect on the website
Session-based cookie	.ASPXAUTH Expires when you leave the website	This cookie enables Sitecore to authenticate and identify the user, enabling the sign in process.	You will not be able to sign into the website. You will not be able to receive updates about what we are doing in your area or e-newsletters. Click here to find out how to block cookies on your browser.

Sitecore Digital Marketing Suite (DMS)

Type	Cookie	Description	How to block the cookie and effect on the website
Session-based cookie	SC_ANALYTICS_SESSION _COOKIE Expires when you leave the website	This cookie stores information about how a user uses the site during the time they have been on it.	You will not notice any difference to the site but we will not be able to collect useful information on how you use the website in order to improve it.
Persistent cookie	SC_ANALYTICS_GLOBAL _COOKIE Valid for 4 years	Collects information about you that we use to customise your use of the website and that helps us understand how you use the website The cookie is valid for 4 years, the length of the Sitecore licence which will allow us to analyse how users use the website over the time that the digital marketing suite is live and make improvements to our online service.	You will not be able to sign in or receive information about our campaigns. The information is only used by Scottish Water. It is not passed to a third party Click here to find out how to block cookies on your browser.

How to block cookies

Browsers are automatically set up to use cookies. You can opt out of or refuse to use cookies on your browser. Below is a list of the most commonly used browsers and how to opt out of cookies on them. Please check your browser's help section for the most accurate and up to date information about your browser's settings.

Microsoft Internet Explorer 6, 7, 8 (Windows XP/Vista)

1. Select Tools from the main task bar, then Internet Options.
2. Click the Privacy tab.
3. Choose the settings you want.
4. Click OK.

Microsoft Internet Explorer 8,9 (Windows 7)

1. Click on the Settings cog icon (top right).
2. Click on Internet Options.
3. Click on Privacy and choose your options.
4. Click Apply and then OK.

Microsoft Internet Explorer 10 on Windows 8

1. Right-click on the Network icon on the lower right corner of the desktop and then click on "Open Network and Sharing Center"
2. Click the Network and Sharing window Internet Option available in the lower left pane.
3. In the Internet Options window slide the slider to maximum for Block all Cookies
4. Slide the slider to minimum for Accept all Cookies.
5. Click "OK" if you have changed the cookies that are allowed by your system

Firefox 3.0+, 4.0+, 5.0+,6.0+

1. Choose Tools from the main task bar, then options.
2. Click the privacy tab.
3. Choose the settings you want.
4. Click OK.

Safari 5 & 6

1. Choose Safari from the main task bar, then preferences.
2. Click on the privacy panel.
3. Choose the settings you want.
4. Click X to close.

Google Chrome

1. Click the spanner icon and select Options from the list.
2. Click the Under the Bonnet tab.
3. Click Content Settings in the Privacy section.

4. Choose the settings you want.
5. Click X to close.

Mobile Devices

iOS

1. From the home screen, choose Settings.
2. Select Safari.
3. Click Accept Cookies.
4. Choose your preferred settings.

Android

1. Start the browser application.
2. Click the Menu button.
3. Select the More option, then Settings.
4. Tick or clear Accept cookies.

Windows Phone

1. From the home screen, click on the right arrow.
2. Scroll down to Settings.
3. Swipe across and select Internet Explorer.
4. Tick or clear Accept cookies.

How to opt out of marketing communications

We will not send you any marketing communications unless you have requested them online through signing into the website and telling us your preferences.

To opt out of e-newsletters and what we're doing in your area alerts

Click unsubscribe, located at the bottom of the page, in an e-newsletter that we have sent to you.

Or sign into your account, in My Profile unclick the box beside the subject you no longer wish to receive information about and save your changes.

To opt out of page subscriptions

Sign into your account, in My Profile go to Page Subscriptions and unclick the box beside the page you no longer wish to receive information about and Save your changes.