



POLICY

Cookie Policy

1. Introduction

This Cookie Policy was last updated on the 7th March 2023, and applies to citizens and legal permanent residents of the United Kingdom.

Cookies are small files which are saved on your device such as a phone, tablet, PC or laptop when you visit this website.

Citizen uses cookies to record information about how you may use the website such as the services you use or the pages you visit. Citizen uses a variety of different types of cookies as outlined below:

2. Essential Cookies

These essential cookies do not store any directly identifiable information and do things like:

Enhance and improve your interaction with the website;

Remember any notifications you have seen, so they are not repeated;
and

Record your progress through a form.

These Cookies are permanently on. You can set your browser to block or alert you about these Cookies, but without these Cookies, some or all of the services you have requested may not function correctly.

ARRAffinity	www.citizenhousing.org.uk	ARRAffinity cookie is set by Azure app service, and
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		allows the service to choose the right instance established by a user to deliver subsequent requests made by that user.
ARRAffinitySameSite	www.citizenhousing.org.uk	This cookie is set by Windows Azure cloud, and is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session.
AWSALBCORS	chat.meetami.ai	This cookie is managed by Amazon Web Services and is used for load balancing. Love Ami is a chatbot that assists customers.
AWSALB	Chat.meetami.ai	Registers which server cluster is serving the customer. Love Ami is a chatbot that assists customers. This is used in context with load balancing to optimize customer experience.
CONSENT	Google.com	Used to detect if the customer has accepted the marketing category in the cookie banner. The Cookie is necessary for GDPR compliance of the website.
CONSENT	Youtube.com	Used to detect if the customer has accepted the marketing category in the cookie banner. The Cookie is necessary for GDPR compliance of the website.
IO	Chat.meetami.ai	Preserves customer session across page requests. Love Ami is a chatbot that assists customers.

3. Functionality Cookies

These Cookies provide enhanced functionality and personalisation by remembering the choices you have made and to provide enhanced more personal features. These Cookies may be set by Citizen or third-party organisations whose services we have added to our pages.

You can set your browser to block or alert you about these Cookies, but without these Cookies, some or all of the services you have requested may not function correctly. You can also control the use of functionality cookies below. The default is set to off (red) if you wish your browser to allow these cookies please slide the control to the on (green) position:



sr-ln	www.citizenhousing.org.uk	Love Ami is a chatbot used to assist users. Tracks the conversation language/widget language.
sr-tts-muted	www.citizenhousing.org.uk	Love Ami is a chatbot used to assist users. This is used to track the text to speech volume/muting status.
sr-data	www.citizenhousing.org.uk	Love Ami is a chatbot used to assist users. The cookie Ami uses to recognise customers.
sr-cur	www.citizenhousing.org.uk	Love Ami is a chatbot used to assist users. recognises when the customer starts their session.
sr-li	app.meetami.ai	Love Ami is a chatbot used to assist users. Supports login and tracks login activity

4. Marketing Cookies

These Cookies are set by third party websites and measure how you view those third-party websites such as MediCash

The default is set to off (red) if you wish your browser to allow these cookies please slide the control to the on (green) position:



YSC	youtube.com	YSC cookie is set by Youtube and is used to track the views of embedded videos on Youtube pages.
VISITOR_INFO1_LIVE	youtube.com	A cookie set by YouTube to measure bandwidth that determines whether the user gets the new or old player interface.
DEVICE_INFO	Youtube.com	Used to track customer's interaction with embedded content.
LAST_RESULT_ENTRY_KEY	Youtube.com	Stores the customer's video player preferences.
LogsDatabaseV2:V205131b9ll# LogsRequestsStore	Youtube.com	Unclassified and no record on cookiedatabase.org
TESTCOOKIESENABLED	Youtube.com	A quick assessment as to whether cookies are enabled.
YtldbMeta#databases	Youtube.com	Unclassified and no record on cookiedatabase.org

5. Analytics Cookies

Citizen uses Google Analytics (GA) to measure how you use the website so we can improve it based upon user needs. GA sets cookies that record anonymous information about:



How you get to the site;

The pages you visit on Citizen and how long is spent on each page;

What you click on when visiting the site;

We don't allow GA to use or share the data about how you use this site.

The default is set to off (red) if you wish your browser to allow these cookies please slide the control to the on (green) position:



_ga	citizenhousing.org.uk	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.
_gid	citizenhousing.org.uk	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.
_gat_gtag_UA_137428338_1	citizenhousing.org.uk	Set by Google to distinguish users.
COLLECT	Google-analytics.com	Used to send data to Google Analytics about the customer's device and behaviour. Tracks the customer across devices and marketing channels.



6. Further information on the use of cookies

The links provided below can assist in setting your preferences for your browser. Citizen is not responsible for the content of external websites.

[Chrome](#)

[Safari](#)

[Firefox](#)

[Internet Explorer](#)

[Opera](#)

Additional details can be obtained from:

www.allaboutcookies.org, or via your device user manual, or, online help files



7. Contact

Information Governance Team by the following methods:

Email: dataprotection@citizenhousing.org.uk

Phone: 0300 790 6555 (Monday to Friday 8:00 a.m. to 6.00 p.m.)

Post: Information Governance Team, Citizen Housing Group Ltd., 4040 Lakeside, Solihull Parkway, Birmingham B37 7YN

8. VERSION CONTROL

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	Nov 2020	Statutory obligation	IG Team	Feb 2023
V1.1	Mar 2023	Audit identification of 4 additional Cookies	IG Team	Mar 2024