

## DWP Cookies Policy for DWP digital services

# What is a cookie?

A cookie is a small file, usually letters and numbers, put onto a user's device, such as a computer or mobile phone, when accessing a website. Cookies allow a website to recognise the user's device and to use some information about the user's preferences or past actions.

The Privacy and Electronic Communications (EU Directive) Regulations 2003 (PECR) cover the use of cookies on users' devices. The Regulations state you must:

- Tell users the cookies are there
- Explain what the cookies are doing and why
- Get the users consent to use cookies on their device.

## Consent to use cookies

The regulations require users to give consent before cookies can be used. You must give the user a clear and easily available explanation of what cookies are and what they do. You can do this by adding a cookies policy and cookies banner.

## DWP cookies policy

Any DWP digital service must have a cookies policy which clearly explains the use of cookies. The cookies policy should:

- tell the user cookies are there
- clearly explain what each cookie does and why
- get the user's consent to use cookies
- tell users how to delete or switch off cookies
- tell users about other ways to claim if they don't want to accept cookies on their device
- provide a link to the DWP Personal Information Charter.

You can find an example of a cookies policy [here](#). (link is external)

You must explain your approach to cookies in the [Data Protection Impact Assessment](#) for your project or service.

## Cookies banner

The cookies banner is information box which:

- Includes a link to the cookies policy
- Informs users that cookies have been placed and
- Tells users by continuing to use the site they have accepted the placing of cookies on their device.

You can add the cookies banner to the site's homepage or landing page.

## Tell the user cookies are there

You must tell the user cookies are placed on their device.

For example:

"This website uses cookies and we have put some cookies on your computer. We use cookies to provide the service and to help us improve it. You can find out more about how we use cookies and about how to manage them in our cookies policy [link]. You can also find out more information about cookies at [www.aboutcookies.org.uk](http://www.aboutcookies.org.uk) (link is external)

If you continue to use this website further cookies will be placed on your computer."

## Clearly explain what each cookie does and why

You need to know about the different types of cookies you use, what each cookie does and why. You must give the user an easy to understand explanation about this for them to be able to give informed consent for you to use cookies.

For example:

“When you register or sign in, we’ll set session cookies to remember your progress while you’re using the online service. These cookies don’t store your personal data and are deleted once you’ve completed the transaction.

Name of cookie	Purpose	Expires
www	This allows us to identify you as an individual user as you move from screen to screen through our service	When you close your browser
xxxx	This works with www to increase the security of the service	When you close the browser

We use analytical cookies to collect information on how you use our service so that we can improve it for you. These cookies do not store any of your personal details.

Name of cookie	Purpose	Expires
yyyy	This tells us if you’ve visited before, so we can count how many of our visitors are new to our service or a certain page	2 years
zzzz	This tells us the average length of time you spend on our service	30 minutes

## Consent to use cookies

The cookies banner can be used to gain consent for the use of cookies. It must clearly state that continued use of the site will be assumed acceptance of the cookies policy. The cookies banner should include:

“Your continued use of this site will assume that you:

- Have read the cookies policy
- Understand what each cookie does and why
- Understand how you can manage cookies, and
- Accept these cookies placed on your device.”

If a cookies banner isn’t used, consent to use cookies must be obtained by the user taking a positive action, such as ticking a box or clicking an icon or button.

Provided you have the user's consent to use cookies, you don't have to get it each time they visit. You will have to get consent again only if there are significant changes to the existing cookies or you use new ones.

## **Tell users how to delete or switch off cookies**

You must tell the user how to change cookie settings at any time.

For example:

"Selecting the "cookies" link at the bottom of each webpage will tell you how to delete or switch off cookies on your device. For more information and to learn more about how to manage or delete cookies visit [www.aboutcookies.org.uk](http://www.aboutcookies.org.uk) (link is external)

## **Tell users about other ways to claim if they don't want to accept cookies on their device**

You must give users the choice about whether or not to accept cookies on their device. Devices in DWP premises can be used if they don't want to accept cookies on their device but want to make a claim using digital services. DWP owns these devices and accepts the use of cookies.

For example:

"If you don't want to accept our cookie policy on your own device you can:

- use a device in your Jobcentre on which cookies have already been accepted, or
- make a claim by telephone."

## **Provide a link to the DWP Personal Information Charter**

The [DWP Personal Information Charter \(link is external\)](#) is available to everyone on [gov.uk \(link is external\)](http://gov.uk). The charter explains how DWP uses personal information. You must provide a link to the charter to let the user know how we will handle their information.

## **Types of cookies**

### **Analytical cookies:**

- collect information about how users access and use your site
- help improve the way a site works.

### **Session cookies:**

- are temporary cookie files that expire when a browser session is closed
- allow websites to link the actions of a user during a browser session
- remember an individual user as they move from screen to screen through the site
- expire after a browser session so are not stored longer term.

### **Persistent cookies:**

- are stored on a user's device in between browser sessions
- remember the preferences or actions of the user across a site.