Risk Management
Advice – Support - Response

Cookie Policy

How red24 uses cookies on our website

We use cookies on our websites (www.red24.com, www.red24assist.com, and https://traveltracker.red24.com the 'site') to improve performance and enhance your user experience. This policy explains how we do that. By continuing to browse this site you are agreeing to our use of cookies.

What are cookies?

Cookies are small text files which a website may put on your computer or mobile device when you first visit a website or page. The cookie will help the website, or another website, to recognise your device the next time you visit. Web beacons or other similar files can also do the same thing. We use the term 'cookies' in this policy to refer to all files that collect information in this way.

Cookies serve many functions. For example, they can help us to remember your username and preferences, analyse how well our site is performing, or even allow us to recommend content we believe will be most relevant to you.

Certain cookies contain personal information. For example, if you click 'Remember me?' when logging in, a cookie will store your username. Most cookies won't collect information that identifies you and will instead collect more general information such as how users arrive at and use our sites, or a user's general location.

What sort of cookies do we use?

Generally, cookies perform up to four different functions:

1 Essential cookies

Some cookies are essential for the operation of our sites. For example, certain cookies allow us to identify members and ensure they can access the members-only pages. If a subscriber/member opts to disable these cookies, the user will not be able to access all of the content to which a red24 membership entitles them.

2 Performance cookies

We utilise other cookies to analyse how our visitors use our sites and to monitor website performance. They help us to improve the way our sites work; for example, by ensuring that users find what they are looking for easily. They also allow us to provide a high-quality experience by customising our offering and quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why

some pages are receiving error messages. We might also use these cookies to highlight articles or site services that we think will be of interest to you, based on your usage of the site.

3 Functionality cookies

We use functionality cookies to recognise when you return to our site, in order to remember your preferences. For example, cookies save you the trouble of typing in your username every time you access the site, and recall your customisation preferences.

4 Behaviourally targeted advertising cookies

We do not make use of these types of cookies.

We use the following cookies on our sites:

Cookie Name	Default Expiration Time	Description
PHPSESSID	2 hours from set/update	Used to provide functionality to store server-side user-specific data. Once a user logs in, the session cookie links the user with a server-side session by way of an ID.
__utma	2 years from set/update	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookie exists. The cookie is updated every time data is sent to Google Analytics.
__utmb	30 minutes from set/update	Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing __utmb cookie exists. The cookie is updated every time data is sent to Google Analytics.
__utmc	End of browser session	Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.
__utmz	6 months from set/update	Stores the traffic source or campaign that explains how the user reached the site. The cookie is created when the javascript library executes and is updated every time data is sent to Google

		Analytics.
__utmv	2 years from set/update	Used to store user-level custom variable data. This cookie is created when the _setCustomVar method is used with a user-level custom variable. This cookie is also used for the deprecated _setVar method. The cookie is updated every time data is sent to Google Analytics.
Red24_login_ remember	End of browser session	Used to store information on whether the user would like his/her username remembered at time of login.
Red24_login_ remember_username	End of browser session	Used to store the username if user requires 'Remember me?' function.

Does anyone else use cookies on our site?

Our sites do not allow any third-party advertisers.

Can a site user block cookies?

As we have explained above, cookies help you to get the most out of our sites.

The first time you accessed any of our sites after July 2012, you should have seen an overlay which explained that by continuing to access our site, you are consenting to our use of cookies.

However, if you do wish to disable our cookies, please follow the instructions on the 'How to Manage Cookies' page. Please remember that if you choose to disable cookies, you may find that certain sections of our sites do not work properly.

Do we track whether users open our emails?

Our emails may contain a single, campaign-unique 'web beacon pixel' to tell us whether our emails are opened and verify any clicks through to links within the email. We may use this information for various purposes, including determining which of our emails are most interesting to users, and to query whether users who do not open our emails wish to continue receiving them. The pixel will be deleted when you delete the email. If you prefer that the pixel is not downloaded to your device, you should select to receive emails from us in plain text rather than HTML.

More Information

More details on how businesses use cookies are available at www.allaboutcookies.org.