first direct

Cookie notice

This Cookie notice provides you with information about the cookies we use on this website and the purposes for which we use them.

What are cookies?

Cookies are small pieces of data that websites store on your browser when you visit them. Cookies are useful because they allow a website to recognise your visit and collect information about how you use that website.

How we use cookies

We use cookies on this website as strictly necessary to operate our website, protect you and us, and provide you with the services you ask for.

We don't have to ask for your consent to store these cookies on your browser. We've listed the categories of these strictly necessary cookies below.

Cookies that help you log on

We use these cookies to remember who you are when you log on to secure areas of our website. You won't be able to log on without them.

Cookies that help provide core services and features

We use these cookies to provide core services and features on our website. These services and features won't work without them.

Cookies that help keep our website secure

We use these cookies to protect the security of our website, for example, to make sure the website is only accessed by genuine users. This helps us to keep you safe.

Cookies that help us detect fraud or crime

We use these cookies to help us identify suspicious behaviour on our website so we can protect both you and us from fraud.

Cookies duration and your browser settings

The length of time for which cookies are stored on your browser varies depending on the cookie. Some cookies only last for your online session, whereas others will stay on your browser for a reasonable time afterwards. Unless we've given a specific time in the list of cookies above, the cookies set via our website will usually last between 13 and 24 months from your most recent visit to our site.

Some of our partners in the list above also use the same cookies to collect information about the use of their own or other websites. In these cases the cookie can remain on your device, usually for up to 24 months from your last visit to the site that accessed that cookie.

You can use your browser settings to delete cookies that have already been set at any time. You can also use your browser settings to manage cookies, for example, to switch off a cookie altogether. If you do this, it could mean that we can't use strictly necessary cookies properly and so parts of our website may not work correctly. For more information about how to use your browser settings to clear your browser data or to manage cookies, check your browser 'Help' function.

Cookies and your privacy

The information cookies collect, and how we use that information, may count as personal data. We may also be able to identify you by name, IP address or session ID. You have rights regarding how we collect, store and use your personal data

You can learn more about how we use your personal data in our Privacy notice.

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Because we want to make sure we're doing a good job, we may monitor or record our calls. We hope you don't mind.