Cookies on the Ombudsman's online account

What are cookies?

Most websites use cookies. These are small text files that are stored on your computer, phone or tablet when you visit a website or use an online service.

Cookies can help a service work properly and securely. They can also be used to remember information about your visit.

How we use cookies

The Ombudsman's online account uses cookies to:

- keep you signed in securely
- manage your session while you use the service
- protect your account and the service from unauthorised access.

The online account only uses cookies that are strictly necessary for the service to work.

These cookies cannot be switched off through your online account. If you block them using your browser settings, you may not be able to use the service.

The cookies we use

Cookie type	What it does	How long it stays on your device	What happens if you block it
Authentication cookies	These cookies help confirm that you are signed in securely.	For the duration of your session, or as defined by the authentication service.	You may not be able to sign in or use the Ombudsman's online account.
Session management cookies	These cookies help maintain your session while you use your online account.	For the duration of your session.	Your online account may not work properly.

Analytics cookies

The complaint checker uses Google analytics cookies, including:

Cookie name	What it does	Consent
_ga	Helps us understand how people use the Complaint Checker.	Consent required
_ga_3N506CR6PZ	Helps Google Analytics collect information about how the Complaint Checker is used.	Consent required

This is why we ask you to consent to cookies when you use our complaint checker.

The Ombudsman's online account does not use analytics cookies.

More information

You can find more information about how we use and protect your information in our privacy notice.