

Title of policy:	ICT08 – Cookie Policy
Version:	1
Purpose:	To set out how cookies are stored and used on the North Star Website.
Updated:	19 January 2026
Next review:	19 January 2027
By:	Head Of Digital and Data

Contents

What are cookies?	2
What cookies do we use and why?	2
How to change cookie settings?.....	5
Cookies and Data Protection.....	6

What are cookies?

A cookie is a small piece of data that websites collect from visits and that can identify a web-enabled user device such as a computer, laptop, PDA, mobile, smartphone or tablet. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

What cookies do we use and why?

Necessary.

These are essential to enable you to move around the website and use its features.

Name	Provider	Purpose	Expiry/Retention
CookieControl	CookieControl / NorthStar	Store consent preferences	90 day retention before expiring.
_GRECAPTCHA	Google	Protect vs spam & automation attacks by bad actors	Circa 6 months from set date
UMB-XSRF-TOKEN	NorthStar	(On CMS sign in, not present for normal visitors) Security token protecting against CSRF / XSRF attacks.	Session based, ends with browser session
UMB-XSRF-V	NorthStar	(On CMS sign in, not present for normal visitors) Assists above token with security based tasks.	Session based, ends with browser session
UMB_UCONTEXT	NorthStar	(On CMS sign in, not present for normal visitors) Maintains session & security for logged in users.	Session based, ends with browser session

UMB_UPDCHK	NorthStar	(On CMS sign in, not present for normal visitors) Maintains record of configuration / update state.	Session based, ends with browser session
------------	-----------	--------------------------------------------------------------------------------------------------------	------------------------------------------

Session:

These are used to store information about or change setting for a user session It lasts only for the duration of your visit and are deleted when you close your browser.

Name	Provider and Description	Purpose	Expiry/Retention
N/A			

Preferences/Functional:

These allow the website to remember choices you make (such as your username). The information these cookies collect is anonymised (i.e. it does not contain your name, address etc.) and they do not track your browsing activity across other website.

Name	Provider and Description	Purpose	Expiry/Retention
N/A			

Marketing/Advertising/Performance:

Name	Provider and Description	Purpose	Expiry/Retention
_fbp	Meta	Deliver, measure & improve advertisement performance	Circa 3 months to expiration



NORTH STAR

Creating homes, building futures

_ga	Google	Identify visitors to the site & collect information about how users use the site & site performance	Up to 2 years from set date
_ga_Y2GE4MNG6M	Google	Maintain session state & collect data about interaction with the website. Categorised here rather than as a session cookie as the cookie is here to maintain a session <i>to aid data collection</i> rather than maintain a session for the benefit of the end user.	Up to 2 years from set date
_hjSessionUser_2055510	Hotjar	Session cookie to identify visitors across multiple visits and build a more coherent dataset over time. Categorised here rather than as a session cookie as the cookie is here to maintain a session <i>to aid data collection</i> rather than maintain a session for the	Up to 1 year from set date

		benefit of the end user.	
_hjSession_2055510	Hotjar	Analysis of single visit behaviour / interaction with the site. Categorised here rather than as a session cookie as the cookie is here to maintain a session <i>to aid data collection</i> rather than maintain a session for the benefit of the end user.	Session based, expires when user navigates away from the website.

How to change cookie settings?

You have the ability control, accept and decline cookies, if you choose to decline cookies; you may not be able to fully experience the interactive features of our site and any preferences will be lost if you delete cookies. You can change your cookie preferences at any time by clicking the cookie icon (a C within a star) in the bottom right corner of any page of the website.

Alternatively, most web browsers allow some control of most cookies through the browser settings.

Find out how to manage cookies on popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Opera](#)
- [Apple Safari](#)

To find information relating to other browsers, visit the browser developer's website.



To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

Cookies and Data Protection

If you would like to know how North Star collect and process your personal information, visit our Privacy Policy <https://www.northstarhg.co.uk/privacy-statement/>