

Cookies Policy

This Cookies Policy explains how Lotus Physiotherapy uses cookies and similar technologies on our website (lotusphysiotherapy.co.uk). It is designed to comply with the UK Privacy and Electronic Communications Regulations (PECR) and the UK General Data Protection Regulation (UK GDPR). We are committed to protecting your privacy and being transparent about how we collect and use data. By continuing to use our website, you agree to the use of cookies as described in this policy, subject to your consent preferences.

Definitions

- "Clinic" refers to Lotus Physiotherapy, registered at Bridport Leisure Centre, Brewery Fields, Skilling Hill Road, Bridport, DT6 5LN.
- "Website" refers to the Lotus Physiotherapy website at lotusphysiotherapy.co.uk.
- "Cookie" refers to a small text file placed on your device when you visit our website.
- "User" refers to any individual visiting or using the website.

What Are Cookies?

- Cookies are small text files stored on your computer, smartphone, or other device when you visit a website.
- They are widely used to make websites work efficiently, improve user experience, and provide information to website owners.
- Session cookies are deleted when you close your browser. Persistent cookies remain on your device until they expire or are deleted.
- Similar technologies such as local storage and tracking pixels may also be used and are covered by this policy.

How We Use Cookies

- **Essential Cookies:** Strictly necessary to provide services available through our website. These do not require your consent under UK law.
- **Performance and Analytics Cookies:** Collect anonymous information about how visitors use our website to help us improve it. All data is aggregated and does not identify individuals.
- **Functionality Cookies:** Allow the website to remember choices you make (such as language or region) to provide a more personalised experience.
- **Targeting or Advertising Cookies:** Used to deliver content relevant to your interests and to measure the effectiveness of any advertising.

Types of Cookies We Use

Cookie Category	Purpose	Lifespan	Consent Required
Strictly Necessary	Core website functionality, security and network management.	Session	No
Analytics		Persistent	Yes

Cookie Category	Purpose	Lifespan	Consent Required
	Helps us understand how visitors interact with the website to improve user experience.		
Functional	Remembers user preferences and settings for a personalised experience.	Persistent	Yes
Marketing	Tracks visitors across websites to display relevant advertisements.	Persistent	Yes

Managing Your Cookie Preferences

- When you first visit our website, a cookie consent banner will allow you to accept or reject non-essential cookies.
- You can change your preferences at any time by adjusting your browser settings or revisiting the cookie banner on our website.
- Most browsers allow you to refuse or delete cookies. For guidance, visit www.aboutcookies.org or www.allaboutcookies.org.
- Please note that disabling certain cookies may affect the functionality and availability of some parts of our website.

Legal Basis

- Our use of cookies is governed by the Privacy and Electronic Communications Regulations 2003 (PECR) and the UK GDPR.
- Where consent is required, we rely on your freely given, specific, informed, and unambiguous consent as the lawful basis for processing.
- You may withdraw your consent at any time by adjusting your cookie preferences or browser settings.
- The clinic is registered with the Information Commissioner's Office (ICO).

Third-Party Cookies

- Some cookies on our website may be set by third-party services such as Google Analytics, social media platforms, or embedded content providers.
- We do not control these third-party cookies and recommend reviewing the privacy policies of those third parties for further information.
- Third-party cookies are only placed where you have given consent via our cookie banner.

Changes to This Policy

- We may update this Cookies Policy from time to time to reflect changes in our practices or for legal and regulatory reasons.
- We encourage you to review this policy periodically. The Last Updated date below indicates when this policy was last revised.
- Continued use of our website following any changes constitutes acceptance of the updated policy.

Last Updated: April 2026

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