IP55 Cookies and Electronic Tracking Policy		Effective date: 11/2025
Authorised owner: Graham Lewis	Department(s) / Project team(s): Data Management	Last revision: 11/2025
Classification: Unrestricted	Issue: 01	Next review: 11/2026

Cookies and Electronic Tracking Policy

What are cookies?

Cookies and similar technologies are very small text documents or pieces of code that often contain a unique identification code. When you visit a website or use a mobile application, it will ask your computer or mobile device for permission to save this file on your computer or mobile device and gain access to information. Information collected through cookies and similar technologies may include the date and time of the visit and how you use a particular website or mobile application.

Why do we use cookies

Cookies make sure that during your visit to our websites you remain logged in, all items remain stored in booking forms and shopping carts, you can use the website safely, and the website keeps running smoothly. The cookies also ensure that we can see how our website is used and how we can improve it. Furthermore, depending on your preferences our own cookies may be used to present you with targeted advertisements that match your personal interests.

What type of cookies do we use?

Necessary cookies

These cookies are necessary for the website to function properly. Some of the following actions can be performed by using these cookies.

- Store articles in a shopping cart for online purchases

- Save your cookie preferences for this website

- Saving language preferences

- Log in to our portal. We need to check whether you are logged in.

Performance cookies

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These cookies are used to gather statistical information about the use of our website, also called analytics cookies. We use this data for performance and website optimisation.

Functional cookies

These cookies enable more functionality for our website visitors. These cookies can be set by our external service providers or our own website. The following functionalities may or may not be activated when you accept this category.

- Live chat services
- Watch online videos
- Social media sharing buttons
- Login to our website with social media

Advertising / tracking cookies

These cookies are set by external advertising partners and are used for profiling and tracking data across multiple websites. If you accept these cookies, we may show our advertisements on other websites based on your user profile and preferences.
These cookies also save data about how many visitors have seen or clicked on our advertisements in order to optimize advertising campaigns.

Unclassified

These cookies are still in the classification process. They will show up in one of the following categories; Necessary, Performance, Functional or Advertising.

How can I switch off or remove cookies?

You can choose to opt out of all but the necessary cookies when you first visit a Real Group website.

You can also change the settings in your internet browser to ensure that cookies will be blocked. Most browsers provide you with an explanation on how to do this in the so-called 'help-function'. However, if

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you block the cookies, it is possible that you will not be able to enjoy all the technical features our website has to offer and it may negatively affect your user experience.

Cookie List

A full list of cookies currently in use on Real Group webpages is provided to users when they first navigate to the website via a pop-up cookie banner on the page that gives users the option to opt-in or opt-out of the different types of cookies used on the website.

Related Documents

IP46 Data Protection Policy

IP50 Privacy Policy for Delegates, Staff and Tutors

IP51 Privacy Policy for All Other Contacts

Document history

Issue 1

Initial release