

Cookie Policy for Alstern Solicitors

This policy explains how Alstern Solicitors Ltd uses cookies and other technologies that store information on, or access information from, a visitor's device when the visitor uses our website.

- Essential technologies may operate automatically where they are needed for website security, delivery, consent recording or a feature that you have requested.
- Analytics, advertising, social-media tracking and non-essential embedded content are disabled unless you give the relevant consent.
- You can reject optional technologies and still use the website's core pages. You can change your choice at any time through Cookie Settings.

Organisation	Alstern Solicitors Ltd, trading as Alstern Solicitors
Registered office	30 Churchill Place, London, E14 5RE, England
Company number	14380188 (registered in England and Wales)
Regulatory status	Authorised and regulated by the Solicitors Regulation Authority, SRA number 8002006
Contact	info@alsternsolicitors.co.uk 020 3923 9188

About this policy and its scope

In this policy, "Alstern Solicitors", "we", "us" and "our" mean Alstern Solicitors Ltd. This policy applies to www.alsternsolicitors.co.uk and to any page or subdomain that links to it.

It does not apply to websites, platforms or services operated by other organisations that you reach by following an external link. Those organisations apply their own privacy and cookie terms.

Where a cookie or similar technology results in the processing of personal data, Alstern Solicitors is the controller for the purposes for which we select and use that technology, unless the relevant third-party provider acts as a separate or joint controller for its own purposes. The current provider information is shown in our Cookie Settings panel.

What cookies and similar technologies are

Cookies are small text files placed on a computer, mobile phone, tablet or other device when a website is visited. They allow a website or service to recognise a browser or device, maintain security, remember choices, provide requested functions and understand how the website is used.

The legal rules are not limited to conventional cookies. Similar storage and access technologies may include pixels, tags, scripts, local storage, session storage, software development kits, link decoration, device identifiers and, in some cases, fingerprinting techniques. References to "cookies" in this policy include those technologies where appropriate.

First-party and third-party cookies

- First-party cookies are set by Alstern Solicitors or by the website platform on our behalf.
- Third-party cookies are set or read by another organisation whose service, tag or content is used on the website, such as Google, Meta or an embedded-content provider.

Session and persistent cookies

- Session cookies normally expire when you close your browser.
- Persistent cookies remain for a stated period, unless you delete them earlier or the provider replaces them.

The UK rules that apply

Our use of cookies is governed principally by regulation 6 of the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), as amended, including by the Data (Use and Access) Act 2025. Where the information is personal data, the UK General Data Protection Regulation and the Data Protection Act 2018 also apply.

PECR applies even where the information stored or accessed is not personal data. Consent is normally required before a cookie or similar technology is used, unless a specific legal exception applies.

The current exceptions are narrow and include technologies used solely for transmitting a communication, technologies strictly necessary to provide a service requested by the user, certain sole-purpose statistical technologies, certain technologies that adapt appearance or functionality to the user or device, and emergency-assistance technologies. The statistical and appearance or functionality exceptions also require clear information and a simple, free way to object.

We take a cautious, consent-first approach. Unless our Cookie Settings panel expressly states that a specific use operates under a lawful exception, Google Analytics, advertising and social-media pixels, and non-essential embedded-content technologies remain disabled until you consent. We do not treat online advertising or behavioural tracking as strictly necessary.

How we obtain and manage your choices

When you first visit the website, our consent mechanism gives you clear choices to:

- accept all optional cookies;
- reject optional cookies; or
- manage individual categories and, where available, individual services.

Rejecting optional cookies is as easy as accepting them. Optional categories must not be pre-selected and non-exempt technologies must not be activated before you make a positive choice. We do not rely on silence, continued browsing or inactivity as consent.

You can revisit or withdraw your consent at any time by selecting the "Cookie Settings" link or privacy trigger displayed on the website. Withdrawing consent does not affect the lawfulness of processing before withdrawal, but it stops the relevant optional technologies from being used on future visits once the new setting takes effect.

We normally remember a cookie choice for approximately six months so that we do not repeatedly ask you to decide. We may ask again sooner if we introduce a materially different purpose, add a new third party, change the consent mechanism, or are otherwise required to obtain fresh consent.

Feature-led activation

Some content, such as an interactive map, video or chat facility, may initially appear as a placeholder. If you actively choose to load or use that feature after receiving clear information, technologies strictly necessary to provide the requested feature may be activated. Any storage, access or tracking that goes beyond what is needed to provide that feature remains subject to the appropriate consent or exception.

Categories of cookies we use

Strictly necessary, security and consent cookies

These support secure transmission, fraud and attack prevention, authentication where relevant, technical fault detection, core page delivery and the recording of your cookie choice. They are used only to the extent necessary for those purposes. Blocking them in your browser may prevent parts of the website from working properly.

Preferences and functional cookies

These remember a choice, adapt the way the website appears or functions, or enable optional features such as maps, videos or chat. Some may operate under a narrow exception where the legal conditions are met. Otherwise, they remain disabled until you consent or actively request the feature.

Analytics and performance cookies

These help us understand how the website is found and used, including page visits, navigation, general device and browser information, approximate location and technical performance. Although UK law now permits a limited statistical exception in defined circumstances, we currently use a conservative consent-based approach for Google Analytics and similar third-party analytics unless a documented configuration satisfies every condition of the exception.

Advertising, conversion and social-media cookies

These may measure the effectiveness of online communications, record conversions, connect website activity with an advertising platform, create audiences or support the display of content or advertising elsewhere. They are optional and will not be activated until you consent. Ordinary links to our social-media pages do not usually set a social-media cookie merely because the link is displayed, although the provider may process information after you select the link.

Unclassified technologies

A newly detected or unclassified technology is not treated as essential by default. It is blocked or placed in an optional category until its provider, purposes, data use and duration have been assessed and the Cookie Settings panel has been updated.

Cookie and technology schedule

The tables below describe the main cookies and services used on, or configured for, the website. Cookie names may include a variable suffix, such as a Google Analytics measurement ID, and the actual technologies used can change when the website or a provider is updated.

The live Cookie Settings panel, populated through website scans, is the most current inventory and forms part of this policy. It identifies each active provider, purpose, category and duration. Where the live panel and a static table differ, the live panel is reviewed promptly and this policy is corrected if necessary.

Website platform and consent technologies

Cookie or service	Purpose	Category / consent position	Typical duration
XSRF-TOKEN, hs, TS*, server-session-bind, client-session-bind, OAuthState and sec-fetch-unsupported (Wix)	Fraud and attack detection, API protection, session identification and handling browser limitations that affect security.	Strictly necessary or communications/security exception, where limited to these purposes.	Session
svSession and wixSession (Wix)	Security, stability and core website operation.	Strictly necessary, where limited to core operation.	Up to 12 months
SSR-caching and bSession (Wix)	Page rendering, traffic/session handling and technical effectiveness measurement.	Technical operation. Any use beyond an applicable exception must be treated as optional.	Up to 24 hours
fedops.logger.sessionId (Wix)	Detecting session errors, faults and resilience issues.	Technical fault/resilience use; no consent where the exception applies and use is limited accordingly.	Up to 12 months
_wixAB3 * (Wix)	Consistent delivery of site experiments and platform changes.	Wix classifies this as essential. We keep the classification under review and require consent if the actual use does not meet an exception.	Up to 6 months

Cookie or service	Purpose	Category / consent position	Typical duration
Consent-management cookie or browser storage (Wix/Usercentrics, as shown in Cookie Settings)	Records whether you accepted, rejected or customised cookies, together with the policy/banner version and choice date.	Strictly necessary to remember and demonstrate your choice.	Normally up to 6 months

Optional analytics, advertising and embedded services

Cookie or service	Purpose	Category / consent position	Typical duration
_ga and _ga_<measurement ID> (Google Analytics 4)	Distinguish browsers and produce aggregated statistics about visits, navigation and website performance.	Analytics. Disabled until analytics consent is given under our current configuration.	Commonly up to 2 years; configuration may shorten this
Google Tag Manager	Manages and controls website tags. Tag Manager does not normally need a separate browser cookie solely to act as a tag manager; the category and duration depend on each tag it activates.	Tags must respect the relevant consent category and must not fire before consent unless a documented exception applies.	Depends on the tag or service
_fbp and _fbclid (Meta Pixel / Meta advertising tools)	Campaign and conversion measurement, linking website activity with Meta advertising services, and audience functions where enabled.	Advertising and social media. Disabled until marketing consent is given.	Commonly up to 90 days
Google Maps or another mapping provider, as shown in Cookie Settings	Displays office location information and an interactive map.	Functional. Loaded after consent or an informed point-of-use request, subject to the provider's additional purposes.	Set by the provider and shown in Cookie Settings
YouTube, Vimeo or another video provider, as shown in Cookie Settings	Displays and plays embedded video content and may measure interaction with that content.	Functional and, depending on configuration, analytics or marketing. Loaded only after the appropriate choice.	Set by the provider and shown in Cookie Settings
Live-chat or enquiry widget, as shown in Cookie Settings	Starts and maintains a requested conversation, routes messages and supports the enquiry feature.	Strictly necessary when you actively request the feature, but any additional analytics or marketing use requires consent.	Set by the provider and shown in Cookie Settings
Embedded social-media content or plugins, as shown in Cookie Settings	Displays social posts or enables interaction with a social-media service.	Functional, advertising or social media. Disabled until the appropriate consent is given.	Set by the provider and shown in Cookie Settings

Note: If Google Ads, remarketing, call-tracking, heat-mapping, session-replay or another tool is enabled, it must appear in the live Cookie Settings panel and this schedule should be updated before or when the tool goes live.

Third-party providers and international transfers

Depending on the features enabled on the website, relevant providers may include Wix, Usercentrics, Google, Meta and the mapping, video, chat or social-media provider identified in Cookie Settings. A provider may act only on our instructions, or it may determine some purposes itself and act as a separate or joint controller.

Third-party services may process information outside the United Kingdom. Where we are responsible for a restricted transfer, we use an available safeguard such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved standard contractual clauses, or another lawful mechanism, together with proportionate contractual and technical controls. Further information is provided in our Privacy Policy.

Selecting an external social-media or other third-party link takes you to a service we do not control. Its own privacy and cookie terms then apply.

Professional confidentiality and sensitive legal matters

As a solicitors' firm, we recognise that a person's browsing may reveal or allow inferences about private circumstances or an interest in a particular legal service. We therefore apply additional controls to website tracking and advertising.

We do not intentionally configure analytics or advertising tools to collect the content of contact forms or live-chat messages, documents or attachments, case references, names, email addresses or telephone numbers entered into a form, or URL parameters that disclose the substance of a legal enquiry.

We do not combine cookie identifiers with client or case-management records for profiling, or use cookie data to accept instructions, set fees, assess a matter or provide legal advice.

We do not create remarketing audiences from visits to pages that could reveal or infer sensitive legal circumstances, including immigration, family, health, criminal, financial, wills or probate matters.

Information you actively submit by form, email, telephone or chat is handled under our Privacy Policy and our professional duties. Visiting the website or accepting cookies does not itself create a solicitor-client relationship or make a communication privileged.

Managing and deleting cookies

Use the "Cookie Settings" link or privacy trigger to change optional categories. Core pages and our contact details remain available if you reject optional cookies, although maps, videos, chat or other embedded features may remain unavailable until activated.

Most browsers let you view, delete or block cookies, block third-party cookies, or clear site data. The steps depend on the browser and device. Blocking all cookies may prevent security, forms, preferences or other features from working correctly.

Changing a preference controls future use but may not delete cookies or local storage already on the device, so you may also need to clear them through your browser. A third party may retain information already received under its own retention rules and applicable law.

Personal data, lawful bases and your rights

Cookie-derived personal data may include online identifiers, IP address, device and browser information, timestamps, page and referral information, approximate location, consent records, interaction events and advertising identifiers. We minimise it and retain it only as long as reasonably necessary for the stated purpose.

A PECR exception does not itself supply a UK GDPR lawful basis. For optional cookies, we normally rely on consent. For necessary or exempt technologies, the basis may be our legitimate interests in a secure, reliable website, steps at your request, contract or legal obligation, depending on the processing.

Subject to the law, you may have rights to access, correct, erase or restrict personal data, receive certain data in portable form, object to processing and withdraw consent. Retention periods and how to exercise your rights are explained in our Privacy Policy.

You may complain to the Information Commissioner's Office (ICO), the UK regulator, at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, on 0303 123 1113, or through its [complaints service](#).

Changes to this policy

We review this policy and the website cookie scan periodically and when the website, a provider, a purpose, the law or regulatory guidance changes. The date at the beginning shows when this policy was last updated.

We will obtain fresh consent where required, including when a new or materially different optional purpose or third party is not covered by your previous choice.

Contact us

Questions about this policy, our use of cookies or the exercise of data protection rights may be sent to:

Data Protection Contact

Alstern Solicitors Ltd

30 Churchill Place

London E14 5RE

Email: info@alsternsolicitors.co.uk

Telephone: 020 3923 9188

This Cookie Policy should be read together with Alstern Solicitors' Privacy Policy.