

Rocket Fibre

Cookie Policy

Version 2.0 | Effective from 1 September 2026 | www.rocket-fibre.co.uk

1. About this policy

1.1 This policy explains how Rocket Fibre Ltd (registered number 12821973, registered office Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG) uses cookies and similar technologies on our website at rocket-fibre.co.uk and our customer portal at portal.rocket-fibre.co.uk (together, “our sites”). In this policy “we”, “us” and “our” mean Rocket Fibre Ltd, trading as Rocket Fibre.

1.2 It should be read with our Privacy Policy, which explains how we use personal data more generally, including the personal data that some of these technologies collect, and the rights you have. If anything in this policy is inconsistent with the Privacy Policy, the Privacy Policy applies.

1.3 The rules on cookies are set by the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended by the Data (Use and Access) Act 2025, and by the UK General Data Protection Regulation where the information involved is personal data. Those rules apply not only to cookies but to any technology that stores information on your device or reads information from it, including local storage, pixels, tags and scripts. This policy covers all of them, and where it refers to cookies it means all of these technologies unless the context says otherwise.

2. What cookies and similar technologies are

2.1 A cookie is a small text file that a website places on your computer, tablet or phone when you visit. It is sent back to the site on later visits so that the site can recognise your device, keep you logged in, remember your choices or measure how the site is used. Local storage works in a similar way but holds information within your browser rather than in a file that is sent with each request. Pixels and tags are small pieces of code that load when a page opens and report back to the company that provided them.

2.2 First-party cookies are set by the site you are visiting. Third-party cookies are set by another organisation whose code is embedded in the page, such as an analytics or advertising provider, and that organisation can usually recognise your device across all the sites that use its code.

2.3 Session cookies last only until you close your browser. Persistent cookies stay on your device until they expire or you delete them. The schedule at the end of this policy gives the lifetime of each cookie we use.

3. How we ask for your consent

3.1 When you first visit our sites we show a cookie banner. Nothing other than strictly necessary cookies is placed on your device until you make a choice. The banner offers “Accept all”, “Reject all” and “Cookie settings” with equal prominence, and closing the banner without choosing is treated as rejecting everything that is not strictly necessary.

3.2 “Cookie settings” lets you accept or reject each category described in section 4 separately. We record your choice in a consent cookie so that we do not ask you again on every visit, and we keep that record for twelve months, after which we will

ask you again. We also ask again if we add a new category of cookie or change the purpose of an existing one.

3.3 You can change or withdraw your consent at any time by using the “Cookie settings” link in the footer of every page. Withdrawing consent stops the relevant cookies from being set on future visits; you can delete those already on your device using your browser settings, as explained in section 5.

3.4 Data protection law allows certain low-risk cookies to be used without consent, provided we tell you about them and give you a simple way to object. These include cookies used solely to collect statistical information to improve a site, and cookies used solely to adapt how a site looks or works to your preferences. Where we rely on one of these exceptions the schedule says so and explains how to opt out. At the date of this policy we do not rely on either exception: the analytics and advertising cookies we use share information with Google and Meta, which use it for their own purposes, so they need your consent.

4. The cookies we use

We group the cookies on our sites into the categories below. The schedule at the end of this policy lists each one, who sets it, what it does and how long it lasts.

4.1 Strictly necessary. These make our sites work and cannot be switched off. They keep you logged in to the portal, protect your session and the forms you submit against forgery, record your cookie choices, and support the fraud checks our payment provider, Stripe, carries out when you pay by card in the portal. A small number of cookies are set only for members of our staff who log in to manage the website. Without these cookies the portal, payments and your cookie choices would not work, and we do not need your consent to use them.

4.2 Functional. Our live chat, provided by Tawk.to, sets an identifier so that a conversation can continue as you move between pages and so that we can recognise a returning visitor. These cookies are set only if you accept functional cookies. If you start a chat, the cookie needed to keep that chat running for the rest of your session is strictly necessary and is set whether or not you have accepted functional cookies, because you have asked for the service.

4.3 Analytics. Google Analytics tells us how many people visit our sites, which pages they view, how they arrived and whether they complete an order or an availability check, using cookies that give your device a random identifier. We use this to understand how the sites are used and to improve them. Google receives the information and may use it for its own purposes, so we set these cookies only if you accept analytics cookies.

4.4 Advertising and social media. We advertise on Google and on Meta platforms (Facebook and Instagram). The Google Ads conversion tag tells us whether a visit that followed one of our adverts led to an order, and the Meta Pixel does the same for Meta adverts; both can also be used to show our adverts to people who have visited our sites and to build audiences of similar people. Google and Meta receive the information these technologies collect, link it to any account you hold with them,

and use it for their own purposes as independent controllers under their own privacy policies. We set them only if you accept advertising cookies.

4.5 Embedded content. The map in the footer of our website is provided by Google Maps. When it loads, Google may set cookies from its own domain and can see that you have visited our site. We show a placeholder instead of the map until you accept functional cookies, and you can open the location directly in Google Maps from the placeholder if you prefer.

5. How to manage cookies

5.1 The simplest way to control the cookies we set is the "Cookie settings" link in the footer of every page, which lets you change your choices at any time.

5.2 You can also use your browser to block or delete cookies, to be warned before a cookie is set, or to clear local storage. The help pages for Chrome, Safari, Firefox and Edge explain how, and independent guidance is available at ico.org.uk and allaboutcookies.org. If you block strictly necessary cookies you will not be able to log in to the portal or pay by card.

5.3 Google offers a browser add-on that stops Google Analytics from collecting information on any site (tools.google.com/dlpage/gaoptout), and you can control how Google uses information for advertising at adssettings.google.com. You can manage how Meta uses information from other websites in the settings of your Facebook or Instagram account. Advertising cookies from many companies can be managed at youronlinechoices.com.

5.4 Blocking cookies in your browser affects only the browser and device you are using. If you use more than one, you will need to make your choice on each.

6. Cookies and your personal data

6.1 Some of the information collected by cookies, such as an identifier that is unique to your device or your IP address, is

personal data. Our Privacy Policy explains the basis on which we use it, how long we keep it, and who we share it with.

6.2 Google and Meta use the information their cookies collect for their own purposes and are responsible for it under their own privacy policies, which you can find at policies.google.com/privacy and facebook.com/privacy/policy. Tawk.to and Stripe process information on our behalf and on their own account as described in their privacy policies at tawk.to/privacy-policy and stripe.com/gb/privacy. Where any of these providers process personal data outside the United Kingdom, the safeguards described in our Privacy Policy apply.

6.3 You have the rights described in our Privacy Policy, including the right to object to the use of your personal data for marketing and the right to complain to us and to the Information Commissioner. You can contact us about this policy by email at hello@rocket-fibre.co.uk, by telephone on 0330 1227 711, through the contact form on our website, or by post to Data Protection, Rocket Fibre Ltd, Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG.

7. Changes to this policy

7.1 We review this policy whenever we add or remove a cookie or change the purpose of one, and at least once a year. The version number and effective date are shown at the top of this policy, and the current version is always published on our website. Where a change means we need your consent for something new, we will ask for it through the cookie banner.

7.2 Version history. Version 1.0, 15 March 2025: original cookie policy. Version 2.0, 1 September 2026: rewritten to reflect the changes to the Privacy and Electronic Communications Regulations made by the Data (Use and Access) Act 2025, to list every cookie and similar technology in use on our website and portal, and to describe how consent is collected and managed.

Schedule: the cookies and similar technologies we use

Names marked with an asterisk include a code that identifies our account with the provider. Where a lifetime is given in months or years it runs from the last visit on which the cookie was set or refreshed.

Name	Set by	What it does	Category	Lasts	Consent
Login session cookie	Rocket Fibre (portal)	Keeps you logged in to the customer portal and identifies your session on our server.	Strictly necessary	Session	Not needed
Login form token	Rocket Fibre (portal)	Checks that forms you submit, including the login form, came from you and not from another site.	Strictly necessary	Session	Not needed
Remember me	Rocket Fibre (portal)	Keeps you signed in between visits if you tick "Remember me" when you log in.	Strictly necessary	Until you log out or it expires	Not needed
Consent record	Rocket Fibre	Stores the cookie choices you make in the banner or in Cookie settings so that we do not ask you again.	Strictly necessary	12 months	Not needed
wordpress_test_cookie, wordpress_logged_in*, wp-settings*	Rocket Fibre (website)	Set only when a member of our staff logs in to manage the website: checks that cookies are enabled, keeps the staff member logged in and remembers their editing preferences.	Strictly necessary	Session to 12 months	Not needed
__stripe_mid, __stripe_sid	Stripe	Fraud prevention when you pay by card in the portal. Stripe uses these to recognise a device that has been used for payment before.	Strictly necessary	12 months, 30 minutes	Not needed
twk_uuid*, TawkConnectionTime, twk_* (local storage)	Tawk.to	Identifies your device to the live chat service so that a conversation can continue across pages and visits, and records when the chat connected.	Functional	Up to 6 months; session	Required

Name	Set by	What it does	Category	Lasts	Consent
Google Maps cookies (google.com)	Google	Set by the map embedded in our website footer once it loads. Google may use them for its own purposes, including advertising preferences.	Functional	Up to 6 months	Required
_ga	Google Analytics	Gives your device a random identifier so that Google Analytics can distinguish visitors and count visits.	Analytics	2 years	Required
ga*	Google Analytics	Keeps the state of your current visit for the Google Analytics property that set it.	Analytics	2 years	Required
_gcl_a, _gcl_ls (local storage)	Google Ads	Records that you arrived from a Google advert so that a later order or enquiry can be attributed to it.	Advertising	90 days	Required
_fbp	Meta	Identifies your browser to the Meta Pixel so that Meta can measure adverts on Facebook and Instagram and build audiences.	Advertising	90 days	Required
Meta Pixel local storage	Meta	Local storage keys lastExternalReferrer, lastExternalReferrerTime and topicsLastReferenceTime, used by the Meta Pixel to record the site you came from and when, for attribution of adverts.	Advertising	Until cleared	Required