Our Cookie policy

Learn about Cookies

Cookies are text files containing small amounts of information which are set on your device when you visit a website. The information which is stored in cookies is sent back to the originating website server on each visit, or to other vendors that provide services used in the delivery of the website. Cookies are useful because they allow a website to recognise the device you are using and provide you with a better website experience.

Cookies do lots of different jobs, like providing you with a secure website session, letting you navigate between pages efficiently, remembering your preferences, and generally improving your user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests. Cookies in themselves do not identify the individual user, just the computer or mobile device you are using via a randomly generated identifying tag.

Important: Cookies cannot be used to run code (run programs) or to deliver viruses to your computer.

FLX Health and Cookies statement

The FLX Health App – ("we") do not use cookies within our FLX App

FLX Health - ("we") use cookies on our www.FLX.Health website that we operate. The technologies that we use include a number of types of cookies though for simplicity in this policy we use the generic term "cookies" to mean all and any of them.

How we use Cookies

We use cookies for a range of purposes. They help us to present the Website to you, provide important functions (like requesting information), and analyse how you arrive at and use the Website.

Cookies provide us with information about how the Website is used so we can keep it as up to date, relevant and error free as possible. Further information about the types of cookies in use on the Website is set out below.

The types and categories of cookies we use

Cookies enable a small amount of data to be stored on your device when you access websites and mobile applications on the internet. Cookies can be either:

- Session cookies - these expire when you close your browser and do not remain on your device; or
- Persistent cookies - these are stored in the longer-term on your device. They are normally used to make sure the site remembers your preferences.

Your choices in relation to cookies

Due to the importance of our FLX app we have made our FLX health website accessible and with minimal disruptions hence when you first visit the website, you will not be asked to confirm whether you agree to performance and functional cookies being placed on your device. At the same time, a small number of strictly necessary cookies will be placed on your device automatically in order to allow the website to function.

Please note that if you configure your browser settings to reject all cookies (including strictly necessary cookies), certain functions and services on the Website may not be available to you and this will also affect our ability to update the Website to cater for your preferences and improve the Website's performance.

You can view a list of the cookies used by our FLX health web site at the bottom of this document.

Category 1: Strictly necessary cookies

These Cookies are necessary to provide the requested experience.

Strictly necessary cookies are essential to enable you to move around the Website and use its features and/or services. These cookies allow the Website to provide essential services to you.

The Website uses strictly necessary cookies to:

- Identify you as being logged in to the Website
- Remember things like information you've entered on forms when you navigate to different pages during your session on the Website
- Remember things like service selections you have made which are essential for us to provide you with services you have requested
- Make sure you connect to the right service on the Website when we make any changes to the way the Website works
- Identify your consent preferences to the use of cookies on the Website
- Manage the delivery of digital content to your browser
- Protect against fraud and cyber-attacks on our services

View a list of the strictly necessary we use on the Website at the bottom of this document

Category 2: Functional cookies

These Cookies help us deliver the services you request.

Functional cookies are used to remember information you provide when you browse the Website, as well as your choices. For example, they are used to store your user ID, language preferences and any customisations you make to Website pages during your visit. They are necessary to provide features and services specific to individual users. These cookies are a combination of cookies set directly and those provided by third parties, who will also receive information that is collected through use of the cookie.

The Website uses functional cookies to:

- Remember settings you've applied (such as layout, text size, preferences, and colours)
- Remember selections you have made (such as search functions, product selections and service requests)
- Apply customised content segments to individual users
- Share information with partners to provide a service on the Website. The information shared is only to be used to provide the service, product, or function and not for any other purpose.
- Enable live chat services, use of map and location services, video content for playback and site search functionality.

View a list of the functional cookies we use on the Website at the bottom of this document

Category 3: Performance cookies

These Cookies also help us enhance your online experience

Performance cookies allow us to monitor the Website and improve the user experience through insight and analysis. They collect information about how the Website is used, e.g., which pages users visit most often and where error messages are delivered. These cookies are provided by third parties such as, **Google Analytics**, who will also receive information that is collected through use of the cookie.

The Website uses performance cookies to:

- Provide statistics on how the Website is used (including selections that you have made, and goods and services that you have viewed, during your use of the Website)
- See how effective our adverts are
- Enable us to track and improve the Website by analysing visitor behaviour and results
- Improve the management and performance of tags on the Website

- To collect user opinions and feedback on the Website experience or products offered

View a list of the performance cookies we use on the Website at the bottom of this document

Where we store and process data

By consenting to the categories of cookies detailed in this policy, you are providing consent for your data to be stored, processed, and transferred within the UK.

How to manage or opt out of Cookies

To manage your cookies using browser settings for the most popular browsers see below.

Internet Explorer (Opens in a new window)

Firefox (Opens in a new window)

Google Chrome (Opens in a new window)

Safari (Opens in a new window)

We also recommend visiting https://allaboutcookies.org/ (Opens in a new window) to find out more about cookies.

Cookies we use on our website

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Strictly Necessary
hs	Used for security reasons	Session	Strictly Necessary
svSession	Used in connection with user login	Session	Strictly Necessary
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Strictly Necessary
_wixCIDX	Used for system monitoring/debugging	3 months	Strictly Necessary
_wix_browser_sess wixUIDX	Used for system monitoring/debugging	session	Strictly Necessary
TS*	Used for security and anti-fraud reasons	Session	Strictly Necessary
bSession	Used for system effectiveness measurement	30 minutes	Strictly Necessary
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Strictly Necessary
_ga	Used for website performance and improvement	Session	Performance