Cookie Guide

Cookies are small text files which are stored on your computer or mobile device when you visit some websites. They enhance your browsing experience in various ways, which include remembering your preference settings, displaying relevant content and ensuring pages function as intended.

The main types of cookies:

Session cookies
These only last for the duration of your site visit and are deleted when you close your browser. Session cookies are typically used to track your movements between pages and to remember information entered within that session, often aiding website functionality or security.

Persistent cookies
These are not deleted when you close your browser and will be stored after your site visit. Persistent cookies are typically used to store your preferences for future visits and to provide targeted advertising based on your browsing activities and interests.

Please note: each of the categories below contains a combination of both session-based and persistent cookies. Cookies don't capture any personal information. All information is encrypted for security.

The cookies we use:

Performance cookies
These cookies collect details about your activity on the website, such as the pages you visit most often. We use this information to assess and improve our website. For example, performance cookies:

- Help us optimize video playback quality for the bandwidth available to your device.
- Track the most popular pages on the site, how long users view the site, and other analytics details.
- Help us manage tagging for our analytics packages.

Functionality cookies
These cookies make our website easier to use by remembering choices you've made. We may also use them to test new page designs. For example, functionality cookies track whether you have seen our cookie use policy disclosure pop-up.

External links

On our websites, you may find links to external (third-party) websites – these are provided for your convenience, but The Cooperative Bank does not endorse, guarantee or monitor products, services, or views which they offer or express. Please be aware that these websites should be covered by their own cookie policies.

Want to know more about Cookies and how they are used?

Check out this guide about cookies from the Interactive Advertising Bureau, visit allaboutcookies.org.

Cookie policy changes:

We may change this cookie policy from time to time. When such a change is made, we will post a revised version online. Changes will be effective from the point at which they are posted. It is your responsibility to review this cookie privacy policy periodically so you're aware of any changes. By using our website, you accept this policy and that we may store and access cookies on your device.

This cookie policy was last reviewed in June 2022.