Cookie Policy

Scope of this policy

1. Commercial Operator Training Solutions Ltd (**we** or **us** or **our**) uses cookies when you visit our website www.cotstraining.co.uk (the **Website**), to help customise the website and improve your experience using the Website.
2. This policy applies between you, the user of this Website, and us, Commercial Operator Training Solutions Ltd, the owner and provider of this Website.
3. When you visit the Website, and before your website places cookies on your computer, you will be presented with a message bar requesting your consent to set those cookies. By giving your consent to the placing of cookies, you are enabling us to provide a better experience and service. You may, if you wish, deny consent to the placing of these cookies, however, certain features of the Website may not function fully or as intended.

What are cookies?

4. A cookie is a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website.
5. This Website may place and access certain cookies on your computer. We use these cookies to improve your experience of using the Website.
6. Cookies do not usually contain any information that personally identifies you, the website user. However, personal information that we store about you may be linked to the information obtained from and stored in cookies.

Types of cookies

7. This Website uses the following cookies:

Type of cookie	Purpose
Strictly necessary cookies	These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of the Website, use a shopping cart or make use of e-billing services.
Analytical/performance cookies	These cookies allow us to recognise and count the number of visitors and to see how visitors move around our Website when they are using it. This helps us to improve the way our Website works, for example, by ensuring that users are finding what they are looking for easily.
Functionality cookies	These are used to recognise you when you return to our Website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region). By using the Website, you agree to our placement of functionality cookies.

8. You can find a list of the cookies that we use in the attached Cookie Schedule.
9. We have carefully chosen these cookies and have taken steps to ensure that your privacy is protected and respected at all times.

How to control your cookies

10. You can choose to enable or disable cookies in your internet browser. By default, most internet browsers accept cookies, but this can be changed. For further details, please see the help menu in your internet browser.
11. You can switch off cookies at any time, however, you may lose information that enables you to access the Website more quickly and efficiently.
12. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.
13. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org You will also find details on how to delete cookies from your computer.

Changes to this policy

14. Commercial Operator Training Solutions Ltd reserves the right to change this cookie policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the cookie policy on your first use of the Website following the alterations.

Contact details

15. The Website is owned by Commercial Operator Training Solutions Ltd incorporated in England and Wales with registered number 6864932 whose registered office is at Skills House, Unit 3, Tank Farm Road, Llandarcy, Neath Port Talbot, SA10 6EN, Wales.
16. You may contact us:
    a. by post using the address above
    b. by telephone at 01792 587250
    c. by email at info@cotstraining.co.uk
    d. using the contact form on the Website

COOKIE SCHEDULE

Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know.

Cookies that we use on the Website:

Strictly necessary cookies

We use the following strictly necessary cookies:

Name of cookie	Purpose of cookie
XSRF-TOKEN	Used for security reasons
hs	Used for security reasons
svSession	Used in connection with user login
SSR-caching	Used to indicate the system from which the site was rendered
_wixCIDX	Used for system monitoring/debugging
_wix_browser_sess	Used for system monitoring/debugging
consent-policy	Used for cookie banner parameters
smSession	Used to identify logged in site members
TS*	Used for security and anti-fraud reasons
bSession	Used for system effectiveness measurement
fedops.logger.defaultOverrides	Used for stability/effectiveness measurement

Functionality cookies

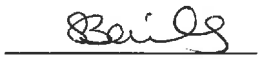
We use the following functionality cookies:

Name of cookie	Purpose of cookie
wixLanguage	Used on multilingual websites to save user language preference

Analytical/performance cookies

We use the following analytical/performance cookies:

Name of cookie	Purpose of cookie
none	

Signature: 

Position: Compliance Director

Company Name: COTS Training Ltd

Date: February 2026

Date for next review: February 2027