



Cookie Policy

Last updated: December 2025

Our Cookie Policy is designed to help you understand how we use cookies and similar technologies to provide you with a personalised and efficient experience. By using this site, you agree to the use of cookies as described in this policy.

What are Cookies?

Cookies are small text files that are placed on your device when you visit a website. They are widely used to make websites work more efficiently and to provide information to the owners of the site.

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

- **Types of Cookie**

Essential (Necessary) Cookies

These cookies are crucial for the basic functioning of the website and cannot be disabled by visitors.

Session Cookies

These cookies are temporary and are deleted when you close your browser. They help us remember your actions during a single browsing session.

Persistent Cookies

Persistent cookies remain on your device for a specified period or until you delete them. They store information between sessions, making it convenient for you to return to our website.

Performance (Analytical) Cookies

These cookies collect data on how users interact with the website to improve performance and visitor experience.

Managing Cookies

You can manage cookies through your web browser settings, where you can choose to accept or reject them, or receive a notification when a cookie is being sent. Please note that disabling cookies may impact the functionality and performance of our website.

We use cookies for the following purposes:

Authentication Cookies

We use cookies to remember your login credentials, making it easier for you to access your account and services without needing to re-enter your username and password each time. This improves your user experience by allowing you to stay logged in while navigating our site.

IP Capture

We may collect your IP address for verification purposes, particularly when processing certain claims or handling sensitive information. This data is used for security, fraud prevention, and ensuring compliance with data protection laws. By using our site, you consent to the collection and use of this information as per our [Privacy Policy](#).

You can control your cookie preferences and decline non-essential cookies via the cookie settings link at any time.

Functional Cookies

These cookies are necessary to ensure the functionality of our site. They enable basic features, such as security measures, and ensure the website runs smoothly, including for navigation and form submission. These cookies help us maintain and improve your experience by providing stability and keeping your session active.

Performance and Analytics Cookies

We use cookies to analyse visitors' behaviour and track footfall to our website. These cookies help us gather insights on how visitors use our site and what pages they visit.

We use this information to understand our audience better and tailor our content and offerings accordingly.



Your Rights and Control

As a user, you have the right to:

- **Access** any data we collect through cookies, including analytics data, if applicable.
- **Request the deletion** of cookies and data associated with them, subject to data protection laws.
- **Adjust your preferences** to control the cookies you accept or decline.

For more details on how we protect your data and your rights under data protection laws, please refer to our [Privacy Policy](#).

DPO Contact Details

Should you have any questions about this policy, please contact our DPO in the following ways:

DPO Name: Stewart Rayment

Email Address: compliance@mplclaims.com

Telephone Number: 01206 646 328

Postal Address:

MPL Claims Management Limited, The Octagon, 27 Middleborough, Colchester, CO1 1TG



Version Control

Version Number	Date Approved	Approved By	Brief Description
V 1	07/12/2023	MPL Executive Team	New policy creation
V 1.1	09/07/2024	MPL Executive Team	Amendment to Cookie detailing types and DPO contact
V 1.2	December 2025	MPL Executive Team	Cookie usage summary update and data protection sign posting.

