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# COOKIE POLICY

**How Tools2Done uses cookies and similar technologies**

Created2Deliver Ltd

Last updated: 08/09/2026 • Version 1.0

This Cookie Policy explains how Created2Deliver Ltd ("we", "us" or "our") uses cookies and similar technologies on the Tools2Done website and application.

It should be read together with the Tools2Done Privacy Policy.

## 1. What are cookies?

Cookies are small text files or similar identifiers placed on a device when a website or online service is used. They can support essential functions such as signing in securely, maintaining a session, remembering preferences and, where enabled, measuring use of a website.

## 2. How Tools2Done uses cookies

Tools2Done may use cookies or similar technologies for the following categories:

| Category                 | Purpose                                                                                                                                         | Consent                                                                                                        |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Strictly necessary       | Authentication, session management, security, fraud prevention, load balancing and functions needed to provide a service requested by the user. | Normally no consent required where the cookie is strictly necessary, but information should still be provided. |
| Preferences / functional | Remembering choices such as interface or display preferences where implemented.                                                                 | Consent may be required depending on whether the technology is strictly necessary.                             |
| Analytics                | Understanding how visitors use the public website, measuring performance and improving content where analytics are enabled.                     | Do not set non-essential analytics cookies before valid consent.                                               |
| Advertising / marketing  | Measuring campaigns, attribution, advertising audiences or behavioural advertising where enabled.                                               | Requires appropriate prior consent before non-essential tracking is set.                                       |

## 3. Strictly necessary cookies

The Tools2Done application is expected to use strictly necessary technologies to keep users signed in, protect accounts and maintain secure application sessions.

These technologies are essential to provide the service requested by the user and cannot normally be disabled through our consent controls without preventing core functionality.

Exact production cookie names, purposes and lifetimes must be confirmed before publication in the cookie register below.

## 4. Analytics and marketing technologies

Tools2Done must not place non-essential analytics, advertising or behavioural-tracking cookies before the user has given valid consent.

If analytics or marketing technologies are not enabled on the final Tools2Done website, the corresponding rows should be removed from the published cookie register.

If they are enabled later, the Cookie Policy and consent tool should be updated before those technologies are activated.

## 5. Cookie register

| Cookie / technology                      | Provider                         | Category                | Purpose                                            | Lifetime  |
|------------------------------------------|----------------------------------|-------------------------|----------------------------------------------------|-----------|
| [CONFIRM SESSION COOKIE NAME]            | Tools2Done / Created2Deliver Ltd | Strictly necessary      | Maintains the authenticated application session.   | [CONFIRM] |
| [CONFIRM CSRF / SECURITY COOKIE IF USED] | Tools2Done / Created2Deliver Ltd | Strictly necessary      | Helps protect forms, sessions or account security. | [CONFIRM] |
| [CONFIRM PREFERENCE COOKIE IF USED]      | Tools2Done / Created2Deliver Ltd | Preferences             | Remembers a user-selected preference.              | [CONFIRM] |
| [ANALYTICS COOKIE - REMOVE IF NOT USED]  | [PROVIDER]                       | Analytics               | Measures website usage and performance.            | [CONFIRM] |
| [MARKETING COOKIE - REMOVE IF NOT USED]  | [PROVIDER]                       | Advertising / marketing | Campaign measurement, attribution or advertising.  | [CONFIRM] |

## 6. Consent

Where consent is required, we will request it before setting non-essential cookies or similar technologies.

Consent should be freely given, specific, informed and indicated by a clear positive action.

Continuing to browse the site without making a choice should not, by itself, be treated as consent to non-essential cookies.

Users should be able to reject non-essential cookies as easily as they can accept them and should be able to change their choices later.

## 7. Managing cookie choices

Where a cookie preference tool is provided, users can use it to review or change their consent choices.

Users can also control cookies through browser settings. Blocking strictly necessary cookies may prevent parts of Tools2Done from working correctly.

Browser controls do not necessarily remove information already collected before a preference was changed.

## 8. Third-party technologies

Some authorised third-party integrations may set or use technologies under their own terms when a user actively interacts with them.

For example, payment or Open Banking journeys may redirect users to Stripe, TrueLayer or a bank/provider. Cookies on those third-party services are governed by the relevant provider's own notices.

## 9. Retention

Cookie lifetimes vary depending on their purpose. Session cookies typically expire at the end of a session, while persistent cookies remain for a defined period.

The published cookie register should state the actual lifetime of each production cookie once verified.

## 10. Changes to this Cookie Policy

We may update this Cookie Policy to reflect changes in the Tools2Done service, technologies used, law or regulatory guidance.

The latest version will show the date it was last updated.

## 11. Contact

| Item          | Details                                                                 |
|---------------|-------------------------------------------------------------------------|
| Business      | Created2Deliver Ltd trading as Tools2Done                               |
| Privacy email | <a href="mailto:privacy@tools2done.co.uk">privacy@tools2done.co.uk</a>  |
| Website       | <a href="https://www.tools2done.co.uk">https://www.tools2done.co.uk</a> |
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