



Trinity Physiotherapy - Cookie Policy

Last updated Oct 17, 2026

About this policy

This policy explains the cookies and similar technologies used on www.trinityphysiotherapy.co.uk, why we use them, and how you can control them.

The website is run by Emily Bourne, trading as Trinity Physiotherapy ("we", "us", "our"), 9 Coniston Road, Woking, Surrey GU22 9HU. We are registered with the Information Commissioner's Office (ICO), registration number ZB380391.

This policy follows the Privacy and Electronic Communications Regulations 2003 (PECR), as amended by the Data (Use and Access) Act 2025, UK GDPR and the Data Protection Act 2018, and the ICO's guidance on storage and access technologies. It sits alongside our [Privacy Policy](#), which explains how we look after your personal and health information as a patient.

In short

- We only use cookies that are needed to run the website, plus Google Analytics if you say yes.
- We do not advertise on our website. We do not use advertising, remarketing or social media tracking cookies.
- Google Analytics only runs after you click "Accept" on our cookie banner. Rejecting is as easy as accepting, and you can change your mind at any time.
- We never put health information into analytics, and we never sell your information.
- Online booking happens on Cliniko's own booking page, which opens in a new tab. Nothing you enter there is shared with Google Analytics.

What cookies and similar technologies are

Cookies are small text files that a website saves on your computer, phone or tablet. They let the site remember things, such as your cookie choices, or count how people use it.

Similar technologies work in much the same way. They include local storage (information saved by your browser), scripts and tags, and tracking pixels. In this policy, "cookies" covers all of these.



- **First-party cookies** are set by our own website.
- **Third-party cookies** are set by another organisation whose service we use, such as Google or Cliniko.
- **Session cookies** are deleted when you close your browser. **Persistent cookies** stay until they expire or you delete them.

The cookies we use

We use two categories of cookies: strictly necessary cookies, which don't need your consent, and analytics cookies, which we only use if you agree.

Strictly necessary cookies

These are needed for the website to work and to keep them secure. The law allows us to use them without your consent. You can block them in your browser, but parts of the site may then stop working.

Name	Set by	What it does	Type	How long it lasts
TERMLY_API_CACHE	Our website (consent tool by Termly)	Remembers your cookie choices so we don't ask on every page	Local storage	1 year
csrf_token	Our website	Security: protects forms on the site from misuse	Cookie	29 days

Analytics cookies (only with your consent)

These help us understand how people use our website, such as which pages are visited most and whether pages load properly, so we can improve it. They are provided by Google Analytics and loaded through Google Tag Manager. They are only set if you click "Accept" on our cookie banner.

Name	Set by	What it does	Type	How long it lasts
_ga	Google Analytics	Tells visits apart by giving your browser a random ID number	Cookie	2 years
ga<ID>	Google	Remembers your current visit (session) so	Cookie	2 years



Name	Set by	What it does	Type	How long it lasts
	Analytics	pages are counted together		

Google Tag Manager does not set cookies of its own. It is the tool we use to load Google Analytics, and it only does so once you have given consent.

We use Google Analytics only to produce statistics about how our website is used. We have switched off Google signals and the sharing of data with Google's advertising products. Google Analytics 4 does not log or store IP addresses. We cannot see who you are from these statistics.

Booking online

Our "Book online" button takes you to our booking page on Cliniko, our clinical system, in a new tab. Cliniko's booking page is not part of our website, so it isn't covered by our cookie banner. Cliniko uses its own cookies there, including some Google tools, under [Cliniko's privacy policy](#). Information you enter when booking goes straight to Cliniko, which holds it for us as described in our Privacy Policy. It is never shared with our Google Analytics.

If you'd rather not use the online form, you can book by phone on 0800 086 2846.

Your choices

When you first visit our website, a banner asks whether you accept analytics cookies. You can accept or reject them with one click. No analytics cookies are set unless you accept, and rejecting them doesn't stop you using any part of the website.

Changing your mind. You can change or withdraw your consent at any time by clicking "Consent Preferences" at the bottom of any page. If you withdraw consent, we stop setting analytics cookies from then on. To remove ones already saved, clear your cookies in your browser.

Your choices apply to one browser. We save your choices in the browser you used to make them, on that device only. We'll ask again if you visit from another device or browser, use a private or incognito window, or clear your cookies.

Browser settings. Most browsers let you see, block and delete cookies. Find out how for [Chrome](#), [Safari](#), [Firefox](#), [Edge](#) and [Opera](#). If you block all cookies, some parts of the site may not work.

Google Analytics opt-out. You can also stop Google Analytics on every website by installing [Google's opt-out browser add-on](#).



Who receives the data, how long we keep it, and our legal basis

Who receives it. Analytics information is sent to Google, which processes it for us under its data processing terms. Booking information is sent to Cliniko. Neither receives anything about your health from our analytics. See [Google's privacy policy](#) and [how Google uses information from sites that use its services](#).

How long we keep it. Each cookie lasts for the time shown in the tables above. Google Analytics keeps the usage data linked to a cookie ID for 14 months, then deletes it automatically. We keep only overall statistics after that, which can't identify anyone.

Transfers outside the UK. Google may process analytics data outside the UK, including in the United States. Where this happens, it is protected by UK adequacy regulations or the UK International Data Transfer Agreement or Addendum, as explained in our Privacy Policy.

Legal basis. We use analytics cookies only with your consent, under PECR and Article 6(1)(a) UK GDPR. Strictly necessary cookies are exempt from consent under PECR. Where they involve personal information, we rely on our legitimate interests in running a secure website (Article 6(1)(f)) and, for booking, on taking steps to enter a contract with you (Article 6(1)(b)).

Your rights over your personal information, including the right to withdraw consent, are set out in our Privacy Policy.

Changes to this policy

We review this policy every year and whenever we change the cookies we use. The date at the top shows when it was last updated. If we start using a new type of non-essential cookie, we'll ask for your consent again.

Contact us

If you have questions about cookies on our website, contact Emily Bourne, our data protection lead:

- Email: admin@trinityphysio.co.uk
- Phone: 0800 086 2846
- Post: Trinity Physiotherapy, 9 Coniston Road, Woking, Surrey GU22 9HU

If you're unhappy with how we've used your information, please tell us first so we can put it right. You can also complain to the Information Commissioner's Office at ico.org.uk, on 0303 123 1113, or at Wycliffe House, Water Lane, Wilmslow SK9 5AF.