

Cookie Name	Purpose
_utma	Used by Google Analytics to identify unique visitors vs. returning visitors. It is used by most sites and does not track or store personal data. It expires after 2 years.
_utmb	Used by Google analytics for general visitor page visit tracking. It is used by most sites and does not track or store personal data. It expires after 30 minutes
_utmc	Used by Google Analytics to identify unique visitors vs. returning visitors. It is used by most sites and does not track or store personal data. The cookie is cleared when a browser is closed
_utmz	Used by Google Analytics for tracking source visits (ie where the user came from such as a search engine result, or direct link). It is used by most sites and does not track or store personal data. It expires after 6 months.
Accessibility cookies	This type of cookie remembers any preferences you specified on our Accessibility Help page. If you have sight problems, the Accessibility Help page enables you to increase or decrease the font size and change the colour scheme to make use of differing contrast levels (as shown above right).
Analytics cookies	Whenever you visit our website, our web analytics software creates cookies that enable us to collect standard Internet log information and visitor behaviour, all in an anonymous form. This includes: <ul style="list-style-type: none"> • the number of times someone has visited our website before • when visitors arrived/left our website • geographic location • the search engine used to reach the FSCS website • any links clicked on. These cookies help us understand how people use the FSCS website and help us improve the site.
Size	Set if the user changes the text size using the site's built in tools. This is required to remember user's text size settings for Disability Discrimination Act compliance. It expires after 3 months.
Colour	Set if the user changes the site's colour contrast using the site's built in tools. This is required to remember user's text size settings for Disability Discrimination Act compliance. Does not track or store any personal data. It expires after 3 months.

Checkme	This is a session cookie. It is essential as it is part of the site's content management system. It does not track or store any personal data and is required to maintain the user's session. It expires after 24 hours.
_bcvm_vid_XXXXXX	Stores a unique, anonymous identifier (VisitID) to allow the BoldChat system to recognize a particular browsing session or visit to the website.
_bcvm_vrid_XXXXXX	Stores a unique, anonymous identifier (VisitorID) to allow the BoldChat system to recognize the website user during current and subsequent visits to the website.
bc_pv_end	Improves accuracy of pageview tracking when a website user (visitor) moves between pages.
bc-visit-id	Same as _bcvm_vid_XXXXXX. Stores a unique, anonymous identifier (VisitID) to allow the BoldChat system to recognize a particular browsing session or visit to the website.
bc-visitor-id	Same as _bcvm_vrid_XXXXXX. Stores a unique, anonymous identifier (VisitorID) to allow the BoldChat system to recognize the website user during current and subsequent visits to the website.
_bc-curl	Identifies the state of the layered chat window when the website user changes pages on the website so the chat window can be maintained.
_url-cid	Used to identify the cached url of the open chat window for the website user.
_bc_aa*	Used to identify the current state of auto-answers being shown to the website user within the chat window.
_reboot-cid	Used to track the chat url to be reloaded after a Rescue-initiated reboot (in order to reconstitute the chat session).