Cookie Policy

CourtCorrect Ltd.

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Owner	CEO
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1. Use of Cookies

CourtCorrect Ltd. uses cookies and similar technologies on its website (www.courtcorrect.com) and platform (platform.courtcorrect.com) to distinguish users, ensure the proper functioning and security of the service, and improve user experience.

A cookie is a small text file stored on a user's browser or device that may recognise the device across sessions. Similar technologies include pixels, local storage objects, and web beacons. References to "cookies" in this policy include all such technologies unless otherwise stated.

This Cookie Policy explains the categories of cookies used, the purposes for which they are used, and the options available to users in relation to cookie management. The website and platform use different technology stacks and deploy different cookies; this policy addresses each environment separately.

2. Legal Basis for Cookies

The deployment of cookies by CourtCorrect is governed by two complementary legal frameworks:

Privacy and Electronic Communications Regulations 2003 (PECR), Regulation 6: PECR requires consent before storing or accessing information on a user's device, unless the cookie is strictly necessary for the provision of a service explicitly requested by the user. This applies regardless of whether the data collected is personal data.

UK General Data Protection Regulation (UK GDPR): Where cookies collect or process personal data (including pseudonymised data such as user IDs, IP addresses, or behavioural profiles), a lawful basis under Article 6(1) UK GDPR is required. CourtCorrect relies on consent (Article 6(1)(a)) for analytical, performance, and marketing cookies, and legitimate interest (Article 6(1)(f)) for strictly necessary cookies.

For further information on how CourtCorrect processes personal data, please refer to the Data Processing Agreement available on the CourtCorrect website.

3. Categories of Cookies

3.1 Strictly Necessary Cookies

Strictly necessary cookies are essential for the operation of the website or platform. They enable core functionality such as secure login, session management, and navigation. These cookies do not require user consent under PECR, as they are necessary for the provision of a service explicitly requested by the user.

3.2 Analytical and Performance Cookies

Analytical and performance cookies enable CourtCorrect to understand how users interact with the website and platform, identify usage patterns, monitor performance, and troubleshoot issues. These cookies require user consent before they are deployed unless otherwise governed by the Data Processing Agreement.

3.3 Functionality Cookies

Functionality cookies allow CourtCorrect to store user preferences, personalise content, and maintain display or configuration settings. Where these cookies are not strictly necessary for the delivery of a requested service, consent is obtained before deployment.

3.4 Marketing Cookies

Marketing cookies track visitor activity to support lead generation, form analytics, and visitor identification for sales and marketing purposes. These cookies require user consent before deployment. CourtCorrect does not use advertising or behavioural targeting cookies. Should this change, this policy will be updated and consent obtained prior to deployment.

4. Cookies Used on the Website

The CourtCorrect website (www.courtcorrect.com) is hosted on Framer. Framer itself does not set cookies. The following third-party cookies are deployed via integrations on the website:

Provider	Purpose	Category
HubSpot	Marketing analytics, form tracking, chatflow visitor identification, and session management.	Analytical / Marketing

4.1 HubSpot

HubSpot provides marketing analytics, form tracking, and chatflow functionality on the CourtCorrect website. HubSpot cookies collect visitor activity data (pages visited, duration, navigation behaviour), form interaction data (names, email addresses entered into forms), and IP addresses and unique user identifiers for CRM association. The lawful basis for processing personal data collected via HubSpot cookies is consent (Article 6(1)(a) UK GDPR).

4.2 Consent Mechanism

The CourtCorrect website uses a cookie consent banner. CourtCorrect is configuring the banner to auto-block non-essential cookies (including all HubSpot tracking cookies) until the user provides affirmative consent. The banner provides accept and deny options. Users may withdraw consent at any time by clearing their browser cookies or adjusting the banner settings.

5. Cookies Used on the Platform

The CourtCorrect platform (platform.courtcorrect.com) deploys the following cookies:

Provider	Purpose	Category
HotJar	Session recording, heatmaps, and user interaction analysis for platform improvement.	Analytical / Performance
LiveChat	Support widget session management and visitor identification for real-time assistance.	Functionality
CourtCorrect	Session authentication, user interface preferences, and locale settings.	Strictly Necessary / Functionality

5.1 HotJar

HotJar provides session recording, heatmap, and user journey analysis for platform improvement purposes. HotJar is listed as a sub-processor in the CourtCorrect Data Processing Agreement. HotJar cookies are classified as analytical/performance cookies.

5.2 LiveChat

LiveChat provides a customer support communication widget on the platform. LiveChat is listed as a sub-processor in the CourtCorrect Data Processing Agreement. Personal data processed by LiveChat is limited to support-related information voluntarily provided by users during a support interaction. LiveChat cookies used for session management of the support widget are classified as functionality cookies.

5.3 Consent Mechanism

Analytical and performance cookies deployed on the platform (HotJar) are governed by the Data Processing Agreement between CourtCorrect and its customers. Strictly necessary cookies (session authentication) and functionality cookies (LiveChat, user interface preferences) operate without separate consent, in accordance with PECR Regulation 6.

6. Third-Party Cookies

CourtCorrect does not permit third parties to deploy cookies for their own independent purposes. All third-party cookies documented in this policy operate under CourtCorrect's instructions and solely for the purposes set out above. Where a third-party cookie provider processes personal data on CourtCorrect's behalf, it is documented as a sub-processor in the CourtCorrect Data Processing Agreement.

If CourtCorrect implements additional tools that require cookies, this policy will be updated accordingly.

7. Managing and Disabling Cookies

Users may control or disable cookies through the following mechanisms:

Cookie consent banner: Where a consent mechanism is available, users may accept or reject non-essential cookies and may withdraw consent at any time via the banner settings.

Browser settings: Most browsers allow users to refuse all cookies, refuse specific categories of cookies, or receive alerts when cookies are being placed. Cookie preferences may reset when clearing browser data, using a private browsing mode, or accessing the website or platform from a different device or browser.

If you disable or block strictly necessary cookies, some parts of the website or platform may become inaccessible or may not function correctly.

8. Updates to This Cookie Policy

CourtCorrect may update this Cookie Policy from time to time to reflect legal, technical, or operational changes, including changes to the cookies deployed or the consent mechanisms used. Any updates will take effect upon publication on the CourtCorrect website unless otherwise stated. Continued use of the website or platform after a revision constitutes acceptance of the updated policy.

9. Contact Information

Questions or concerns regarding this Cookie Policy may be directed to:

CourtCorrect Ltd
33 Percy Street
London, W1T 2DF
Email: hello@courtcorrect.com
Telephone: +44 (0) 330 1332 411

10. Version History

Version	Date	Description	Prepared by	Approved by
1.0	05/07/2023	Policy creation.	L. Langridge	L. Bull (CEO)
2.0	10/12/2025	Annual review.	A. Naiko	L. Bull (CEO)
3.0	13/04/2026	Major revision: separate website and platform cookie inventories, updated consent mechanism descriptions, removal of Stripe and PostHog sections, explicit PECR and UK GDPR lawful basis.	A. Naiko	L. Bull (CEO)