Cookie Policy

Cookie Policy

The standard cookie policy for this website is to allow all cookies. Your privacy and the security of your personal information is very important to us. Our Privacy Policy has further information on how we protect your privacy.

Information We May Collect from You

With regard to each of your visits to our site, we may automatically collect technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your browser type and version, time zone setting, browser plug-in types and versions, operating systems and platform, information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time), length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

What Are Cookies?

Cookies are small text files stored on your device by a web browser (e.g. Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Firefox) that hold information about your previous visits to our site. On returning to our site this stored information is fed back to us allowing us to offer you a more personal browsing experience. By using our site, you consent to cookies being used in accordance with our policy. For more information on cookies, visit www.dataprotection.ie

WHAT COOKIES WE USE

Our website uses the following types of cookies, of which are generated and used by the Avvio system services

Strictly necessary cookies – These technical cookies enable you to navigate our site and gain full access to its features and secure areas. Without these cookies essential services, you have asked for, cannot be provided.

Functionality cookies – These cookies remember choices you made on previous visits to our site such as your username, language or region so we can provide enhanced, more personal features. They can also be used to remember changes you've made to text size, fonts and other parts of web pages you can customise. Functionality cookies can also be used to provide services you have previously asked for such as watching videos or commenting on a blog. The information collected by these cookies may be anonymised and they cannot track your browsing activity on other sites.

Performance cookies (Google analytics cookies) – These cookies remember information about how you and other customers use our website. This gives us vital information such as which pages are visited most often and if customers are receiving error messages from certain pages. The role of these cookies is to allow us to analyse and improve the performance of our website ensuring you receive a consistent look, feel and shopping experience. Performance cookies don't collect any

information that identifies the customer and all information collected is aggregated and therefore anonymous.

Targeting or advertising cookies – These cookies are used to show you Kilmurry Lodge Hotel advertisements on other websites. This is called 'retargeting' and these cookies remember that you have visited our website and the information is shared with other organisations such as third-party advertisers. Third-party advertisers, including Google, use first-party cookies (such as Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimise, and serve advertisements based on someone's past visits to our website. When one of these adverts is presented to you on a site there will be a quick and easy way to click in and opt out of receiving further adverts.

OUR WEBSITE COOKIE DETAILS

Cookie Name	Cookie Purpose	Expiry	Category
CSSID	This is a session cookie and is used only to link a browsing customer with a server session. It is a mandatory cookie and does not contain any personally identifiable information	Session	Strictly Necessary
crm	Used to store information about authenticated users (accountID) or promo code used by a browsing user on a hotel site. This is a mandatory cookie and functionality of the booking engine is severely limited without this cookie. The information contained in this cookie is not shared with any third party.	13 Days	Strictly Necessary
avvio_persp, personalise	Used to personalise a visitors website / booking engine experience. As a user interacts with the hotel (searches for availability on certain dates, makes booking, etc.) we update the information we have on that user for that property. This information is then used to personalise the website experience for that user if they return to the website again. Personalisation options include remembering the preferred dates of stay in the event that the user has not yet made a booking or remembering their name and arrival date if they are a pre-stay customer seeking additional information (e.g. directions, upgrades) on the website. The data contained in these cookies and the data associated with that cookieID is not shared with any third parties and is used exclusively for personalisation	119 Days	Functional
CookieConsent	Stores the user's cookie consent state for the current domain	1 Year	Strictly Necessary
cL_[XXXX]	Stores the explicit consent level given by user for various categories of cookies	1 Year	Strictly Necessary

IM_[XXXX]	Tracks no. of times consent message is shown	Session	Strictly Necessary

Custom Contact or Enquiry Forms

Our website integrates with a third-party to create contact or enquiry forms. They gather stats on the performance of such forms. The following cookies will be set:

Cookie Name	Cookie Purpose	Expiry	Category
_pdvt	User Identifier		Functional
pd_test	User Identifier		Functional
_utma	Google Analytics cookie. Collects data on the number of times a user has visited the website as well as dates for the first and most recent visit.	2 years from set / update	Statistical
_utmb	Google Analytics cookie. Used to determine new sessions or visits. Stores the number of page views in current visit and start time of visit. Used to calculate the duration of a website visit.	30 minutes from last visit	Statistical
_utmc	Google Analytics cookie. This cookie operates in conjunction with the _utmb cookie to determine whether the user was in a new session/visit. Registers a timestamp with the exact time of when the user accessed the website.	Session	Statistical
_utmt	Google Analytics cookie. Used to throttle request rate.	10 minutes	Statistical
_utmz	Google Analytics cookie. Records the site you may have linked to our page from. Only records data if you clicked on a link to our site from a different website	6 months	Statistical

Google Analytics (Universal)

Google Analytics is an analytical tool used to measure website performance. In some cases, it can be used to track visitors for remarketing.

Cookie Name	Cookie Purpose	Expiry	Category
_ga	Used to distinguish users	2 years	Statistical
_gat	Cookie used to throttle request rate	1 minute	Statistical
_gid	Used to distinguish users. Google Analytics uses this cookie to store and update a unique value for each page visited. The cookie is updated every time you submit the data to Google Analytics.	24 hours	Statistical

_gac_ua	Used to store campaign information in order to provide AdWords with a more reliable way to measure the interactions customers have with your business. Analytics writes campaign information to the _gac cookie when a user opens a page on your site via a URL that employs AdWords auto-tagging	90 days	Statistical

More Information: http://www.google.com/policies/privacy/

Google Adwords/Doubleclick

This tool is primarily used to measure conversion rates from Google ads. However, it can also be used for remarketing purposes.

Cookie Name	Cookie Purpose	Expiry	Category
test_cookie	DoubleClick use cookies to serve adverts on third party websites. The DoubleClick cookie serves relevant ads to potential customers and gathers information about how or if you are interacting with these ads. Used to check if the user's browser supports cookies.	15 minutes	Statistical
IDE	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.	2 Years	Statistical
NID	The NID cookie contains a unique ID Google uses to remember your preferences and other information, such as your preferred language (e.g. English), how many search results you wish to have shown per page (e.g. 10 or 20), and whether or not you wish to have Google's SafeSearch filter turned on. These cookies are used by Google to store user preferences and information while viewing the pages with Google maps on them.	6 Months	Functional
ads/ga-audiences, ads/user-lists/''	Used by Google AdWords to reengage visitors that are likely to convert to customers based on the visitor's online behaviour across websites.	Session	Marketing

More Information: http://www.google.com/policies/privacy/

Bing

This tool is primarily used to measure conversion rates from Bing ads. However, it can also be used for remarketing purposes depending on services activated

Cookie Name	Cookie Purpose	Expiry	Category
MUID	Microsoft User Identifier	1 year	Statistical
MUIDB	Microsoft User Identifier	1 year	Statistical
_uetsid	Microsoft User Identifier	30 mins	Statistical

More Information: https://advertise.bingads.microsoft.com/enus/resources/policies/remarketing-in-paid-search-policies

MANAGING COOKIES

Can I disable cookies from your website?

It is possible to stop your browser accepting cookies from particular websites. However, disabling cookies from our site will mean you lose a lot of functionality, which will have a detrimental impact on your browsing experience and mean that you only have limited access to personalised areas of the site.

HOW TO BLOCK OR DELETE COOKIES

We have explained to you what cookies are and what they do, you can delete or disable cookies if you want to and the links below will explain how to do this. It is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some of the functionality of the website by blocking strictly necessary cookies that are outlined above.

If you wish to restrict or block the web browser cookies set on your device, you can do this through your browser settings; the 'Help' function within your browser explains how to change these settings.

Microsoft Internet Explorer – How to delete cookies in Microsoft Internet Explorer
Microsoft Edge – How to delete cookies in Microsoft Edge
Google Chrome – How to delete cookies in Google Chrome
Firefox – How to delete cookies in Firefox
Safari – How to delete cookies in Safari

You can also visit www.allaboutcookies.org, which contains comprehensive information on how to manage cookies on a wide variety of desktop browsers.

Please understand that even though your browser and other tools provide you with control over your cookies, it is possible for this site to create a cookie during future visits. Based on the actions you take and because we use cookies that are strictly necessary for our website to function properly, it is possible that these types of cookies may reappear on your machine on future visits.

Contact

Questions, comments and requests regarding this policy can be sent to Kilmurry Lodge Hotel, Dublin Road, Castletroy, Co.Limerick or info@kilmurrylodge.com