



Vital Life Solutions Ltd

Cookie and Similar Technology Policy

Document Owner: Vital Life Solutions Ltd

Document Type: Website Policy

Applies To: Visitors to www.vital-life-solutions.co.uk and any associated Vital Life Solutions online services.

Effective Date: 1.7.2026

Review Date: Annually, or sooner where required by changes in legislation, regulatory guidance or website functionality.

Version: 2.0

1. Introduction

Vital Life Solutions Ltd ("Vital Life Solutions", "we", "our" or "us") is committed to protecting your privacy and ensuring that your personal information is handled lawfully, fairly and transparently.

This Cookie and Similar Technologies Policy explain how and why we use cookies and similar technologies when you visit our website. It also explains the choices available to you and how you can manage your preferences.

We recognise the importance of maintaining the trust of our website visitors, customers, schools, businesses, community organisations and other stakeholders. We are committed to using cookies responsibly, transparently and only where there is a lawful basis to do so.

This Policy should be read alongside our Privacy Policy, which explains how we collect, use, store and protect personal information more generally.

2. Purpose

The purpose of this Policy is to:

- explain what cookies and 'similar technologies' are;
- describe how and why they are used on our website;
- explain the different categories of cookies that may be used;
- explain when your consent is required before cookies are placed on your device;

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- explain how you can manage or withdraw your consent;
- provide information about third-party technologies that may be used on our website;
- support transparency in accordance with UK data protection legislation; and
- demonstrate our commitment to responsible and lawful use of online tracking technologies.

3. Scope

This Policy applies to:

- all visitors to www.vital-life-solutions.co.uk;
- individuals accessing our website from desktop, mobile or tablet devices;
- prospective customers;
- customers;
- suppliers;
- business contacts;
- schools and educational establishments;
- organisations engaging with our online services; and
- any individual interacting with website features that use cookies or similar technologies.

This Policy applies solely to the use of cookies and similar technologies through the Vital Life Solutions website. It does not apply to third-party websites that may be accessed via links from our website. Those websites operate under their own privacy and cookie policies, and we encourage you to review them before providing personal information.

4. Legal and Regulatory Framework

This Policy has been prepared with reference to the following legislation and regulatory guidance, as applicable within the United Kingdom:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), as amended;
- relevant guidance issued by the Information Commissioner's Office (ICO).

Where legislative or regulatory requirements change, this Policy will be reviewed and updated accordingly.

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5. Definitions

For the purposes of this Policy:

Consent means a freely given, specific, informed and unambiguous indication of your wishes by which you signify agreement to the use of non-essential cookies through a clear affirmative action.

Cookie means a small text file placed on your device by a website to enable functionality, improve user experience, remember preferences or collect information about website usage.

Similar Technologies means technologies that perform comparable functions to cookies, including pixels, tags, local storage, software development kits (SDKs) and other storage or access technologies used by websites and online services.

Personal Data means any information relating to an identified or identifiable individual, as defined by UK data protection legislation.

First-Party Cookie means a cookie placed directly by Vital Life Solutions through its website.

Third-Party Cookie means a cookie placed by another organisation whose services, content or functionality are incorporated into our website, such as analytics providers, payment processors or embedded media providers.

Session Cookie means a temporary cookie that is automatically deleted when you close your browser.

Persistent Cookie means a cookie that remains stored on your device for a specified period or until manually deleted.

Essential Cookie means a cookie that is strictly necessary for the operation, security or functionality of the website and does not require consent under PECR.

Non-Essential Cookie means any cookie that is not strictly necessary for the operation of the website. This includes, but is not limited to, analytics, functionality and marketing cookies. Non-essential cookies will only be placed on your device where you have provided your consent.

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6. Our Commitment to Responsible Use of Cookies

Vital Life Solutions is committed to ensuring that cookies and similar technologies are used responsibly and proportionately.

We will:

- only use cookies where there is a legitimate purpose for doing so;
- obtain your consent before placing non-essential cookies on your device;
- never rely on implied consent for non-essential cookies;
- make it as easy to withdraw consent as it is to provide it;
- provide clear information about the categories of cookies used on our website;
- review our website periodically to identify new or changed technologies;
- maintain an up-to-date Cookie and Tracking Technologies Register; and
- regularly review this Policy to ensure continued compliance with applicable legal and regulatory requirements.

7. General Principles

Our approach to cookies is guided by the following principles:

- **Transparency** – We explain clearly how cookies are used and what choices are available to you.
- **Choice** – You remain in control of non-essential cookies through our cookie consent preferences.
- **Data Minimisation** – We only use cookies that are necessary for legitimate website purposes.
- **Privacy by Design** – Cookie settings and technologies are reviewed as part of our wider privacy and compliance framework.
- **Accountability** – We regularly review our website and associated technologies to ensure this Policy remains accurate and up to date.

8. How We Use Cookies and Similar Technologies

Cookies and similar technologies support the secure operation, functionality and ongoing improvement of our website. They help us deliver a reliable and user-friendly experience while enabling us to understand how our website is used.

Depending on your cookie preferences, cookies and similar technologies may be used to:

- enable essential website functionality;
- maintain the security and integrity of our website;

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- remember your preferences and settings;
- support accessibility features;
- improve website performance and usability;
- understand how visitors navigate and interact with our website;
- identify technical issues and improve reliability;
- measure the effectiveness of our content and services;
- support anonymous statistical reporting; and
- where you have given your consent, support marketing and advertising activities.

We do not use cookies for purposes that are incompatible with those described in this Policy.

Where cookies process personal data, we ensure that such processing is carried out in accordance with applicable UK data protection legislation.

9. Categories of Cookies We Use

To help you understand how cookies are used on our website, they are grouped into the following categories.

9.1 Essential Cookies

Essential cookies are necessary for the operation, security and functionality of our website. They enable services that you have specifically requested and cannot be switched off through our cookie preference centre.

Examples of their use include:

- maintaining website security;
- preventing fraudulent activity;
- managing user sessions;
- remembering cookie consent choices;
- enabling page navigation;
- supporting website infrastructure;
- processing online transactions where applicable; and
- ensuring website stability and resilience.

As these cookies are necessary to provide the website or a service requested by you, your consent is not required under the Privacy and Electronic Communications Regulations (PECR).

If these cookies are disabled through your browser, some parts of the website may not function correctly.

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9.2 Functional Cookies

Functional cookies enhance your experience by remembering choices and preferences that personalise the website for future visits.

These cookies may be used to remember:

- language preferences;
- accessibility settings;
- previously selected options;
- user interface preferences; and
- other website customisation features.

Functional cookies are not essential for the operation of the website and will only be used where you have provided your consent.

9.3 Analytics Cookies

Analytics cookies help us understand how visitors use our website so that we can continually improve its performance, accessibility and content.

Analytics information may include:

- pages visited;
- time spent on pages;
- navigation paths;
- interactions with website content;
- device and browser information;
- general geographic region (where available); and
- website performance metrics.

Where possible, information is aggregated or pseudonymised before analysis and is used to identify trends rather than individual users.

Analytics cookies are only placed after you have provided your consent.

Declining analytics cookies will not affect your ability to access or use the website.

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9.4 Marketing Cookies

Marketing cookies help us understand how visitors find our website and may support the delivery and measurement of relevant advertising where applicable.

These cookies may be used to:

- measure the effectiveness of marketing campaigns;
- understand referral sources;
- improve future advertising;
- limit the number of times advertisements are displayed; and
- provide more relevant online content if applicable.

Marketing cookies are only used where you have actively consented to their use.

Choosing not to accept marketing cookies will not restrict your access to the website.

10. First-Party and Third-Party Cookies

Our website may use both first-party and third-party cookies.

First-Party Cookies

First-party cookies are placed directly by Vital Life Solutions through our website. These cookies are primarily used to ensure the website operates correctly, securely and efficiently and may also remember preferences that improve your browsing experience.

Third-Party Cookies

Third-party cookies are placed by external organisations whose services or content are incorporated into our website.

Examples may include website hosting providers, analytics providers, payment service providers, embedded video services, mapping services and social media platforms.

Third-party providers are responsible for the cookies they place and for the processing of any personal data collected through those cookies in accordance with their own privacy and cookie policies.

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Where third-party cookies are not strictly necessary, they will only be placed after you have provided your consent through our cookie preference mechanism.

A list of the cookies and similar technologies used on our website is maintained within **Appendix A – Cookie and Tracking Technologies Register**, which is reviewed regularly and updated whenever new technologies are introduced or existing technologies are removed.

11. Cookie Consent

When you first visit our website, you will be presented with a cookie consent banner that allows you to make an informed choice about the use of non-essential cookies.

You will normally be able to:

- accept all cookies;
- reject all non-essential cookies; or
- customise your cookie preferences by category.

Non-essential cookies will not be placed on your device until you have provided your consent.

Your consent choices will be recorded to demonstrate compliance with applicable legal and regulatory requirements.

Consent may be withdrawn or amended at any time using the Cookie Settings option available on our website. Withdrawing consent will not affect the lawfulness of any processing carried out before your consent was withdrawn.

We do not rely on implied consent, pre-ticked boxes or inactivity as a valid indication of your consent to the use of non-essential cookies.

12. Managing Your Cookie Preferences

We believe that you should remain in control of how your information is used when you visit our website.

When you first visit our website, you will be presented with a cookie consent banner that enables you to make an informed choice regarding the use of non-essential cookies and similar technologies. You may choose to:

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- Accept all cookies;
- Reject all non-essential cookies; or
- Customise your cookie preferences by cookie category.

You may review, amend or withdraw your consent at any time by accessing the **Cookie Settings** option available on our website.

Where technically possible, changes to your preferences will take effect immediately. Please note that withdrawing your consent does not affect the lawfulness of any processing carried out before your consent was withdrawn.

Choosing not to accept non-essential cookies will not prevent you from accessing our website, although certain optional features or personalised functionality may not operate as intended.

13. Browser Controls

In addition to our cookie preference centre, most internet browsers provide tools that allow you to manage cookies stored on your device.

Depending on your browser, you may be able to:

- view cookies currently stored on your device;
- delete existing cookies;
- block all cookies;
- block only third-party cookies;
- clear browsing data; or
- receive notifications before cookies are stored.

Browser settings operate independently of our website. Please be aware that disabling certain cookies through your browser may affect the availability or functionality of some areas of our website.

For information on managing browser settings, please refer to the guidance provided by your browser developer.

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14. Third-Party Services and Embedded Content

Our website may incorporate products, services or functionality provided by trusted third-party organisations to improve the user experience and deliver certain website features.

These services may include, where applicable:

- website hosting and infrastructure providers;
- website analytics services;
- payment service providers;
- embedded video or multimedia content;
- interactive maps;
- customer communication tools;
- social media integrations; and
- other business support services.

Where third-party services are used, they may place cookies or use similar technologies in accordance with their own privacy and cookie policies.

Although we carefully select our service providers, we do not control the operation of third-party cookies once they have been placed. We therefore encourage you to review the privacy information published by those providers where appropriate.

Information regarding the technologies currently used on our website is provided within **Appendix A – Cookie and Tracking Technologies Register**, which is reviewed and updated periodically.

15. International Transfers

Some of the third-party services used on this website, including services provided by Wix and other technology providers, may process personal data outside the United Kingdom, including in the United States.

Where international transfers occur, we will take reasonable steps to ensure that personal information continues to receive an appropriate level of protection in accordance with UK data protection legislation.

If necessary, appropriate safeguards may include recognised transfer mechanisms, contractual protections, or other lawful safeguards to protect personal information during international processing.

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16. Security and Data Protection

Vital Life Solutions Ltd is committed to protecting the confidentiality, integrity and availability of personal information processed through our website.

We implement appropriate technical and organisational measures designed to protect personal information from unauthorised access, accidental loss, misuse, alteration or disclosure.

As part of our wider privacy programme, we periodically review:

- the technologies used on our website;
- cookie and tracking technologies;
- third-party providers;
- website security measures; and
- this Policy to ensure it remains accurate, appropriate and consistent with applicable legal and regulatory requirements.

17. Your Rights

Where cookies or similar technologies involve the processing of personal information, you may have rights under UK data protection legislation.

Subject to the applicable legal requirements, these rights may include:

- the right to be informed;
- the right of access to your personal information;
- the right to request correction of inaccurate personal information;
- the right to request erasure in certain circumstances;
- the right to request restriction of processing;
- the right to object to certain processing activities;
- the right to data portability where applicable;
- the right to withdraw your consent at any time where processing is based on consent; and
- the right to lodge a complaint with the Information Commissioner's Office (ICO).

Further information regarding your rights can be found in our Privacy Policy or by contacting us using the details below.

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18. Changes to this Policy

We keep this Policy under regular review to ensure it remains accurate, up to date and consistent with legal, regulatory and operational developments.

This Policy may be updated to reflect:

- changes to legislation or regulatory guidance;
- updates issued by the Information Commissioner's Office (ICO);
- changes to the technologies used on our website;
- the introduction or removal of third-party services; or
- improvements to our privacy and information governance practices.

The most recent version of this Policy will always be published on our website together with the date of its latest revision.

19. Contact Us

If you have any questions regarding this Cookie and Similar Technologies Policy, our use of cookies, or the processing of your personal information, please contact:

Vital Life Solutions Ltd

Registered Office:

128 City Road

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Email: info@vital-life-solutions.co.uk

Telephone: +44 (0)7726 296854

Website: www.vital-life-solutions.co.uk

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Where your enquiry relates to data protection, cookies or your individual rights, we will respond as promptly as reasonably possible and in accordance with applicable legal requirements.

20. Policy Governance and Accountability

Vital Life Solutions Ltd recognises that responsible use of cookies and similar technologies forms part of our wider commitment to privacy, transparency and information governance.

Responsibility for maintaining this Policy rests with Vital Life Solutions Ltd, which will ensure that it remains aligned with current legislation, regulatory guidance and the technologies used on our website.

To support ongoing compliance, we will:

- periodically review the cookies and similar technologies used on our website;
- maintain an up-to-date Cookie and Tracking Technologies Register;
- review third-party services that may place cookies through our website;
- review our cookie consent mechanisms to ensure they remain effective and compliant; and
- update this Policy whenever material changes occur.

This Policy will normally be reviewed at least annually, or sooner where changes in legislation, regulatory guidance or website functionality make an earlier review necessary.

21. Related Documents

This Policy forms part of the wider privacy and information governance framework of Vital Life Solutions Ltd and should be read in conjunction with, where applicable:

- Privacy Policy;
- Data Protection Policy;
- Website Terms and Conditions;
- Data Retention Schedule; and
- any other relevant privacy notices published by Vital Life Solutions Ltd.

Together, these documents demonstrate our commitment to protecting personal information, maintaining transparency and meeting our legal responsibilities under UK data protection legislation.

This policy was updated on 1st July 2026.

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Appendix A – Cookie and Tracking Technologies Register

Purpose of this Register

This register forms part of the Vital Life Solutions Ltd Cookie and Similar Technologies Policy.

It provides a record of the cookies and similar technologies currently used on our website and supports our commitment to transparency under UK GDPR, PECR and applicable ICO guidance.

The purpose of this register is to provide visitors with clear and transparent information about the cookies and similar technologies used on our website, why they are used, who provides them, how long they remain on a visitor's device, and whether consent is required before they are activated.

This register is reviewed and updated whenever website technologies change.

Cookie and Tracking Technologies Register

Cookie / Technology	Provider	First or Third Party	Category	Purpose	Duration	Lawful Basis	Consent Required
<i>XSRF-TOKEN</i>	WIX	First	Essential	Fraud detection	Session	Legitimate Interests	No-strictly necessary
<i>hs</i>	WIX	First	Essential	Security Cookie	Session	Legitimate Interests	No-strictly necessary
<i>svSession</i>	WIX	First	Essential	User login	12 months	Legitimate Interests	No-strictly necessary
<i>SSR-caching</i>	WIX	First	Essential	To indicate the system from which the site was rendered	24 hours	Legitimate Interests	No-strictly necessary

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Cookie / Technology	Provider	First or Third Party	Category	Purpose	Duration	Lawful Basis	Consent Required
<i>_wixAB3 *</i>	WIX	First	Essential	For site experiments	6 months	Legitimate Interests	No-strictly necessary
<i>wixSession</i>	WIX	First	Essential	Security, stability and core site function	12 months	Legitimate Interests	No-strictly necessary
<i>_ga</i>	Google Analytics	Third	Analytics	Assigns client ID to distinguish users	2 years	Consent	Yes
<i>_gid</i>	Google Analytics	Third	Analytics	To distinguish users	24 hours	Consent	Yes
<i>_gat</i>	Google Analytics	Third	Analytics	To throttle request rates	1 minute	Consent	Yes
<i>_ga_<container-id></i>	Google Analytics	Third	Analytics	Session info and event data specific to your G4 property	24 hours	Consent	Yes
<i>Uct.service.usercentrics.eu</i>	Uct	Third	Functional	Cookies		Consent	Yes

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Register Maintenance

Vital Life Solutions Ltd reviews this register:

- at least annually;
- whenever significant website changes are made;
- whenever a new third-party service is introduced;
- whenever an existing technology is removed;
- following significant changes to UK data protection legislation or ICO guidance.

This register forms part of our wider privacy and information governance framework and supports our commitment to transparency, accountability and responsible use of cookies and similar technologies.

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