RELIO

Cookie notice

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> **In short**
>
> Only what the site needs to work is set automatically. Our visitor statistics set no cookies and store nothing on your device. Our booking diary, provided by Calendly, loads only if you accept optional cookies or choose to show it. The WhatsApp button is a simple link. We do not use advertising or tracking cookies.

1 What cookies are

Cookies are small text files placed on your device when you visit a website. They let the site work properly, remember your preferences, and gather information about how the site is used. Similar technologies such as pixels, tags and local storage work in the same way, and this notice covers those too.

2 The cookies we use

Strictly necessary	Needed for the site to work. Our website host sets one cookie to serve the site reliably. These cannot be switched off.
Your cookie choice	We remember your cookie choice in your browser's storage.
Visitor statistics	Our website platform, Lovable, counts visits, pages viewed, time on page, page speed and errors so we can improve the site. It sets no cookies, stores nothing on your device, does not keep your IP address and does not build a profile of you.
Booking diary	Provided by Calendly. Loads only if you accept optional cookies or click Show the diary. Calendly then sets its own cookies to run it.
Fonts	Our fonts are loaded from Google Fonts. Your browser connects to Google to fetch them, which shares your IP address with Google. Google Fonts does not set cookies.
Marketing and tracking	Used to deliver or measure advertising. We do not use these.

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Name	Set by	Purpose	How long
__dpl	Our website host	Serves the site reliably	24 hours
relio-cookie-consent	Relio, in your browser's storage	Remembers your cookie choice	Until you clear your browser storage
Calendly cookies	Calendly	Run the booking diary. Set only when the diary loads	See Calendly's cookie notice at calendly.com

The same table is on the Legal page of our website.

3 Our approach to consent

The Data (Use and Access) Act 2025 allows certain low-risk purposes without consent, including collecting statistics on how a website is used so it can be improved. We rely on that exception for our visitor statistics, which set no cookies and do not identify you. We will not add analytics cookies without asking you first.

Our booking diary is optional. It loads only if you accept optional cookies on our banner, or click Show the diary on the page, so you can book without accepting cookies across the site. If you would rather nothing from Calendly loaded on our site, use Open booking page to book on Calendly's own website instead.

We do not use advertising or tracking cookies at all.

4 Changing your mind

You can accept or reject non-essential cookies using the banner when you first visit, and change or withdraw your choice at any time using the Cookie preferences link at the foot of every page. Withdrawing consent is as easy as giving it.

You can also block or delete cookies through your browser settings. If you block strictly necessary cookies the site may not work properly.

5 Booking diary and WhatsApp

Our booking diary is provided by Calendly. Until you accept optional cookies or click Show the diary, it appears as a panel and nothing from Calendly loads. Once it loads, Calendly sets the cookies it needs and receives data about your visit, under its own privacy policy as well as ours. The WhatsApp button is a plain link. Nothing from WhatsApp loads on our site. Clicking it opens WhatsApp, where WhatsApp's own terms apply.

6 Your personal data

Where cookies collect personal data, our privacy notice explains what we do with it, the lawful bases we rely on, how long we keep it and the rights you have. The privacy notice is published on our website alongside this one.

7 Review and questions

We review this notice at least annually, and whenever the cookies used on our site change. A copy is available free of charge on request.

Questions about this notice should be sent to office@relioproperty.co.uk. If you are unhappy with our response you may complain to the Information Commissioner's Office at ico.org.uk.

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