

PROVIDA SERVICES

# COOKIE POLICY

# Cookie policy

## What are cookies?

Whenever you visit a website, that website should ask you for your permission to add cookies or if you agree to their cookie policy.

Our site and our partners use cookies to enhance your experience, analyse traffic, and for ad personalisation and measurement.

You can restrict or block cookies using your browser settings. In the 'How to manage cookies' section below you can read information on how to do this is.

## How to manage cookies

Some cookies are strictly necessary to allow you to use the website and its features, such as storing items in your basket. Without these cookies, these features cannot be provided which may impair the functionality of the website meaning you are unable to navigate through our website.

You can select the cookies you would like this website to store on your device by changing your browser settings. Each browser allows you to restrict or block cookies in different ways.

Within most browsers, you can utilise private browsing modes that typically do not save local data associated with the session, such as cookies. They can be deleted manually or when you close all the windows.

You can install a browser add-on to opt-out of Google Analytics in your browser across all websites (please note that we are not responsible for the content of external websites), visit: <https://tools.google.com/dlpage/gaoptout>

## Cookie policy – Different types of cookies

**First-party cookies.** These cookies allow website owners to collect analytics data, remember language settings, and perform other useful functions that provide a good user experience.

**A third-party cookie** are used to collect user data for a third party.

**Session cookies** are cookies that last for a session. A session starts when you launch a website or web app and ends when you leave the website or close your browser window.

**Persistent cookies** remain on your device until you erase them or they expire.



## Cookies used on our website

Please note that we are not responsible for the content of external websites.

### Google analytics

These cookies are used to collect information and data about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Find out how to opt-out of Google Analytics across all websites in the 'How to Manage Cookies' section.

You can find out more about Google's use of information here:

<https://policies.google.com/technologies/partner-sites>.

### Google ads (and DoubleClick)

Google Ads uses cookies to improve advertising by targeting advertising based on what is relevant for the user. They also allow reporting on advertising performance and to avoid showing ads that a user has already seen. This product collects and uses data using cookies.

You can find out more about Google's use of the information here:

<https://policies.google.com/technologies/partner-sites>.

You can revoke your consent to ad personalisation by Google here:

<https://adssettings.google.com/>

### Google reCAPTCHA

Google reCAPTCHA helps to protect websites from spam and other types of abuse.

The data collected may be used to personalize advertising. You can find out more about Google's use of the information here: <https://policies.google.com/technologies/partner-sites>.



## How to contact us

To ask questions or comment about this Cookie policy and our cookie practices, contact us at: [info@providaservices.com.au](mailto:info@providaservices.com.au)

## Acknowledgement

Provida Services is at Melbourne (Naarm), Victoria. We respect, and honor Aboriginal and Torres Strait Islander Elders – past, present, and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

Provida Services recognises and values individuals from diverse backgrounds, regardless of their gender, sexuality, cultural heritage, or nationality.

## Accessibility

Provida Services welcomes calls through the National Relay Service (NRS) if you are deaf, hard of hearing and/or have speech communication difficulty. Choose your access option (see About the NRS <https://www.accesshub.gov.au/about-the-nrs>) and provide our phone number (03) 9972 1436 when asked by the Relay Officer.

Authorised and published by the Provida Services,  
115 3—5 St Kilda Road, St Kilda, VIC 3182.

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<https://www.providaservices.com.au>

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