

Cookie Policy

Last updated: 13 July 2026

1. Introduction

This Cookie Policy explains how Basildon Timber Ltd uses cookies and similar technologies on our website.

Cookies are small text files placed on your device when you visit a website. They help the website work properly, improve your browsing experience, remember choices you make, and provide information about how the website is used.

This policy should be read alongside our Privacy Policy.

For the purposes of this policy, “we”, “us” and “our” refers to:

Basildon Timber Ltd

Honywood House
Honywood Road
Basildon
Essex
SS14 3DT

Email: info@basildontimber.com

2. What are cookies?

Cookies are small files that are stored on your computer, tablet, phone or other device when you visit a website.

Cookies can help websites:

- work properly
- remember your preferences
- keep items in your shopping basket
- support account login
- process checkout activity
- improve security
- measure website performance
- understand how visitors use the website
- support marketing and advertising where consent has been given

Basildon Timber Merchants Ltd

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Cookies may be set by the website you are visiting or by third-party services used by that website.

3. Similar technologies

This policy also applies to similar technologies that may store or access information on your device.

These may include:

- tracking pixels
- scripts
- tags
- local storage
- session storage
- device identifiers

These technologies may be used for similar purposes to cookies.

4. Why we use cookies

We may use cookies and similar technologies to:

- make our website function correctly
- support our online shop
- remember items in your basket
- enable checkout
- support customer account features
- remember cookie preferences
- help protect the website from fraud or misuse
- improve website performance
- understand how visitors use the website
- improve our products, services and user experience
- support marketing activity where consent has been given

5. Types of cookies we use

We may use the following types of cookies on our website.

6. Strictly necessary cookies

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Strictly necessary cookies are required for the website to work properly.

They support essential features such as:

- shopping basket functionality
- checkout
- account login
- website security
- page navigation
- cookie preference management
- form submission
- fraud prevention

These cookies cannot usually be switched off because the website would not function properly without them.

You can set your browser to block these cookies, but some parts of the website may not work correctly.

7. Functional cookies

Functional cookies help the website remember choices you make.

These may include:

- saved preferences
- form information
- display settings
- previous choices made on the website

These cookies help improve your browsing experience but may not be essential for the website to work.

8. Analytics and performance cookies

Analytics and performance cookies help us understand how visitors use our website.

These cookies may tell us:

- which pages are visited
- how visitors move around the website

- how long visitors spend on pages
- whether visitors experience errors
- which products or sections are popular
- how visitors found the website

This information helps us improve our website, products and services.

Analytics cookies are only used where consent has been given, unless they fall within a lawful exemption.

9. Marketing cookies

Marketing cookies may be used to:

- show relevant advertising
- measure the effectiveness of adverts
- understand how visitors interact with marketing campaigns
- support social media or advertising tools
- help us improve future marketing activity

Marketing cookies are only used where consent has been given.

10. WooCommerce cookies

Our website may use WooCommerce cookies to support online shopping features.

These may include cookies used to:

- keep track of basket contents
- detect changes to the basket
- maintain a customer session
- support checkout functionality
- support recently viewed products, where used

Examples may include:

Cookie name	Purpose	Typical duration
woocommerce_cart_hash	Helps detect changes to basket contents	Session

Cookie name	Purpose	Typical duration
woocommerce_items_in_cart	Helps detect whether there are items in the basket	Session
wp_woocommerce_session_	Stores a unique customer session so basket data can be found	Usually 2 days
woocommerce_recently_viewed	Supports recently viewed product functionality, where used	Session

The exact cookies used may vary depending on website settings, plugins and customer actions.

11. Third-party cookies

Some cookies may be set by third-party services used on our website.

These may include services such as:

- payment providers
- analytics providers
- website security tools
- spam protection tools
- embedded content providers
- advertising platforms
- social media platforms
- delivery or collection tools

Where third-party cookies are used, those third parties may process information in accordance with their own privacy and cookie policies.

12. Cookie consent

When you first visit our website, you may be shown a cookie banner or consent tool.

You can use this to:

- accept cookies
- reject non-essential cookies
- manage your cookie preferences
- change your choices at a later date

Strictly necessary cookies may be used without consent where they are required for the website to function.

Non-essential cookies, such as analytics or marketing cookies, will only be used where consent has been given.

13. Managing cookies in your browser

You can also manage cookies through your browser settings.

Most browsers allow you to:

- block cookies
- delete cookies
- manage cookies for specific websites
- receive warnings before cookies are stored

Please note that blocking some cookies may affect how the website works. For example, disabling strictly necessary cookies may prevent the basket or checkout from functioning correctly.

14. How long cookies last

Cookies may be session cookies or persistent cookies.

Session cookies are deleted when you close your browser.

Persistent cookies remain on your device for a set period of time or until you delete them.

The duration of each cookie depends on its purpose and the settings used by the website or third-party provider.

15. Updates to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in the cookies we use, the services on our website, or legal requirements.

Any updates will be posted on our website.

16. Contact us

If you have any questions about this Cookie Policy, please contact:

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