

# Last Mile Group Cookie Policy

# Cookie Policy

## 1. What's in these Terms?

This Cookies Policy explains how We use Cookies on the following websites owned by the Last Mile group of companies. These are:

Website	Operator
<a href="https://lastmile-group.com/">https://lastmile-group.com/</a>	Last Mile Infrastructure Group Limited
<a href="https://lastmile-uk.com/">https://lastmile-uk.com/</a>	Last Mile Asset Management Limited
<a href="https://lastmileassetmanagement-uk.com/">https://lastmileassetmanagement-uk.com/</a>	Last Mile Asset Management Limited
<a href="https://lmwater.co.uk/">https://lmwater.co.uk/</a>	Last Mile Water Limited
<a href="https://lmheat.co.uk/">https://lmheat.co.uk/</a>	Last Mile Heat Limited

The sites above are collectively referred to as the "Websites" or individually as a "Website".

By using Our Websites, You confirm that You accept the terms of this Policy and that You agree to comply with them. If You do not agree to these terms, You must not use Our Websites. This Policy should be read in conjunction with Our Privacy Notice and Website Terms and Conditions.

## 2. Definitions

**"You"** means you, the user of a Website and "Your" shall be interpreted accordingly.

**"We/Us/Our"** means the group company which operates the Website you are visiting.

## 3. What are Cookies?

Cookies are small text files stored on Your device and used by website operators in order to make websites work, or work more efficiently, as well as to provide information to the operators of the website or certain third parties. Each Cookie usually contains a unique string of characters, which allows a website to distinguish Your browser or device from other users. In this Policy, We use the term "Cookie" to mean a Cookie and any other similar technology, such as web beacons, local stored objects, and pixel tags.

We use Cookies to enable You to navigate between pages on Our Websites and to generally improve Your user experience. We also use Cookies to analyse how users interact with Our Websites, to enable You to share content using social media, and to provide You with embedded content from third parties, such as maps of Our offices. We also sometimes use

Cookie type technologies in emails to identify how users come to Our Websites so that We can evaluate and measure the effectiveness of Our email marketing.

We may combine information collected via Cookies with information such as Your IP address, the type of browser, device and operating system, for example to provide statistical information about visitors to Our Websites. Where the Websites use third parties Cookies, You should check with the relevant third party to see how they use Cookies.

The Cookies that We currently use on Our Websites are summarised in more detail below. We recommend that You read this so that You are aware of how We use them and can take steps to reject or delete the Cookies if You do not agree to them being used.

#### 4. Cookies We use

We use a variety of different Cookies on Our Websites. Each Cookie is initially categorised as a persistent or session Cookie:

- Persistent Cookies: These Cookies expire at the end of a browser session. They allow the Websites to recognise and link the actions You take during an individual browsing session.
- Session Cookies: These Cookies are stored for longer after You exit Your browser. These Cookies are stored on Your device in-between browser sessions allowing Your preferences and past actions on Our Websites to be remembered.

Then, each Cookie is classified as either a first party or third party Cookie:

- First party Cookies: These are Cookies directly set by Us on Our Websites.
- Third party Cookies: These are Cookies set by a third party domain – for example, the provider of a social media plug-in enabling You to share content on through that social media platform.

We then categorise Our Cookies based on what they do:

- Strictly necessary Cookies: These Cookies are essential to the functioning of Our Websites.
- Analytical or performance Cookies: These Cookies allow Us to improve the way Our Websites work, for example, by ensuring that users are finding what they are looking for easily. See section 6 for more detail on the analytics Cookies We use.
- Functionality Cookies: These are used to recognise You when You return to Our Websites.
- Targeting Cookies: These Cookies record Your visit to Our Websites, the pages You have visited and the links You have followed. We will use this information to make Our Websites and the advertising displayed on it more relevant to Your interests.

In the table below in section 7, We tell You the profile of the different Cookies We have present on the Websites.

## **5. Consent to the use of Cookies**

Some types of Cookies require Us to get Your consent before We can set the Cookie. If a Cookie is not 'strictly necessary' to the functioning of the Websites, then We will get Your consent. Cookies that are strictly necessary and essential to the operation of Our Websites will be set automatically. The table in section 7 explains if consent is required. You can control Your consent using the cookie banner on the Website.

We may also remind You periodically about Our use of Cookies and ask You to reconfirm Your consent to Cookies when You register for certain services or activate a certain function on Our Websites that relies on the use of Cookies.

## **6. Analytics Cookies**

We use Google Analytics on Our Websites to help Us understand how they are used. Unless You use the Cookie control to opt-out, the Google Analytics Cookies will be set automatically upon closing clicking "save and close" in the Cookie control.

## **7. Cookies Overview**

You can find more information about the individual Cookies We use and the purposes for which We use them in the table below:

COOKIE NAME	TYPE	LINKED TO PERSONAL DATA?	DATA THE COOKIE PROCESSES	SESSION?	PERSISTENT?	FIRST PARTY?	THIRD PARTY?	STRICTLY NECESSARY?	NON-ESSENTIAL	LIFE SPAN
<b>LASTMILE-GROUP.COM</b>										
ajs_anonymous_id	Statistics	✓	Atlassian Jira ServiceDesk: Anonymous user ID, visit timestamp		✓		✓		✓	1 year
ga*	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	1 year
_gid	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	1 day
_ga	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	2 years
_grecaptcha	Functional		Google reCAPTCHA:		✓		✓	✓		6 months

			Browser interaction / spam protection							
rc::c	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::b	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::a	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
cmplz_banner-status	Functional		lastmile.co.uk: Cookie banner dismissed flag		✓	✓		✓		1 year
cmplz_policy_id	Functional		lastmile.co.uk: Cookie policy ID reference		✓	✓		✓		1 year
adobeCleanFontAdded	Functional		lastmile.co.uk: Font load state	✓		✓		✓		Session
cmplz_preferences	Functional		lastmile.co.uk: General user consent settings		✓	✓			✓	1 year

euconsent-v2	Marketing		lastmile.co.uk: Google Consent Mode v2 status	✓		✓		✓	Session
marketing-popup- hidden	Marketing		lastmile.co.uk: Popup display preference	✓		✓		✓	Session
_iub_previous_prefer ence_id	Marketing		lastmile.co.uk: Previously stored cookie consent preferences	✓		✓		✓	Session
swpext86386	Functional		lastmile.co.uk: Search query parameters	✓		✓	✓		Session
wp-settings-time-1	Functional		lastmile.co.uk: Time settings	✓		✓	✓		Session
cmplz_consenteds_e rvices	Functional		lastmile.co.uk: User consent settings for consented services		✓	✓		✓	1 year
cmplz_functional	Functional		lastmile.co.uk: User consent settings for functional cookies		✓	✓	✓		1 year

cmplz_marketing	Functional		lastmile.co.uk: User consent settings for marketing cookies		✓	✓			✓	1 year
cmplz_statistics	Functional		lastmile.co.uk: User consent settings for statistics cookies		✓	✓			✓	1 year
itsec-recaptcha-opt- in-*	Functional	✓	lastmile.co.uk: User opt-in for reCAPTCHA	✓		✓		✓		Session
_lfa	Marketing	✓	LeadFeeder: Advertising identifiers	✓			✓		✓	Session
_uetvid	Marketing	✓	Microsoft Ads: User browsing across sites, device info		✓		✓		✓	13 months
_clsk	Statistics	✓	Microsoft Clarity: Aggregated pageview info per user		✓		✓		✓	1 day
ANONCHK	Statistics		Microsoft Clarity: Anonymous session verification	✓			✓		✓	Session

MUID	Statistics	✓	Microsoft Clarity: Anonymous user identifier	✓		✓		✓	Session
_clck	Statistics	✓	Microsoft Clarity: Unique user ID for analytics		✓	✓		✓	1 year
_cltk	Statistics	✓	Microsoft Clarity: User interaction events (clicks, scrolls)	✓		✓		✓	Session
zps-tgr-dts	Statistics	✓	Zoho Pagesense: Visitor analytics, session behavior	✓		✓		✓	Session
<b>LASTMILE-UK.COM</b>									
ajs_anonymous_id	Statistics	✓	Atlassian Jira ServiceDesk: Anonymous user ID, visit timestamp		✓	✓		✓	1 year
ga*	Statistics		Google Analytics: Anonymous pageview/session info		✓	✓		✓	1 year

_gid	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	1 day
_ga	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	2 years
_grecaptcha	Functional		Google reCAPTCHA: Browser interaction / spam protection		✓		✓	✓		6 months
rc::c	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::b	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::a	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session

cmplz_banner-status	Functional		lastmile.co.uk: Cookie banner dismissed flag		✓	✓		✓		1 year
cmplz_policy_id	Functional		lastmile.co.uk: Cookie policy ID reference		✓	✓		✓		1 year
adobeCleanFontAdded	Functional		lastmile.co.uk: Font load state	✓		✓		✓		Session
cmplz_preferences	Functional		lastmile.co.uk: General user consent settings		✓	✓			✓	1 year
euconsent-v2	Marketing		lastmile.co.uk: Google Consent Mode v2 status	✓		✓			✓	Session
marketing-popup-hidden	Marketing		lastmile.co.uk: Popup display preference	✓		✓			✓	Session
_iub_previous_preference_id	Marketing		lastmile.co.uk: Previously stored cookie consent preferences	✓		✓			✓	Session
swpext86386	Functional		lastmile.co.uk: Search query parameters	✓		✓		✓		Session

wp-settings-time-1	Functional		lastmile.co.uk: Time settings	✓		✓		✓		Session
cmplz_consentedservices	Functional		lastmile.co.uk: User consent settings for consented services		✓	✓			✓	1 year
cmplz_functional	Functional		lastmile.co.uk: User consent settings for functional cookies		✓	✓		✓		1 year
cmplz_marketing	Functional		lastmile.co.uk: User consent settings for marketing cookies		✓	✓			✓	1 year
cmplz_statistics	Functional		lastmile.co.uk: User consent settings for statistics cookies		✓	✓			✓	1 year
itsec-recaptcha-opt-in-*	Functional	✓	lastmile.co.uk: User opt-in for reCAPTCHA	✓		✓		✓		Session
_lfa	Marketing	✓	LeadFeeder: Advertising identifiers	✓			✓		✓	Session

_uetvid	Marketing	✓	Microsoft Ads: User browsing across sites, device info		✓		✓		✓	13 months
_clsk	Statistics	✓	Microsoft Clarity: Aggregated pageview info per user		✓		✓		✓	1 day
ANONCHK	Statistics		Microsoft Clarity: Anonymous session verification	✓			✓		✓	Session
MUID	Statistics	✓	Microsoft Clarity: Anonymous user identifier	✓			✓		✓	Session
_clck	Statistics	✓	Microsoft Clarity: Unique user ID for analytics		✓		✓		✓	1 year
_cltk	Statistics	✓	Microsoft Clarity: User interaction events (clicks, scrolls)	✓			✓		✓	Session
zps-tgr-dts	Statistics	✓	Zoho Pagesense: Visitor analytics, session behavior	✓			✓		✓	Session

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ajs_anonymous_id	Statistics	✓	Atlassian Jira ServiceDesk: Anonymous user ID, visit timestamp		✓		✓		✓	1 year
ga*	Statistics		Google Analytics: Anonymous pageview/sessio n info		✓		✓		✓	1 year
_gid	Statistics		Google Analytics: Anonymous pageview/sessio n info		✓		✓		✓	1 day
_ga	Statistics		Google Analytics: Anonymous pageview/sessio n info		✓		✓		✓	2 years
_grecaptcha	Functional		Google reCAPTCHA: Browser interaction / spam protection		✓		✓	✓		6 months

rc::c	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::b	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::a	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
cmplz_banner-status	Functional		lastmile.co.uk: Cookie banner dismissed flag		✓	✓		✓		1 year
cmplz_policy_id	Functional		lastmile.co.uk: Cookie policy ID reference		✓	✓		✓		1 year
adobeCleanFontAdded	Functional		lastmile.co.uk: Font load state	✓		✓		✓		Session
cmplz_preferences	Functional		lastmile.co.uk: General user consent settings		✓	✓			✓	1 year
euconsent-v2	Marketing		lastmile.co.uk: Google Consent Mode v2 status	✓		✓			✓	Session

marketing-popup-hidden	Marketing		lastmile.co.uk: Popup display preference	✓		✓		✓	Session
_iub_previous_preference_id	Marketing		lastmile.co.uk: Previously stored cookie consent preferences	✓		✓		✓	Session
swpext86386	Functional		lastmile.co.uk: Search query parameters	✓		✓	✓		Session
wp-settings-time-1	Functional		lastmile.co.uk: Time settings	✓		✓	✓		Session
cmplz_consented_services	Functional		lastmile.co.uk: User consent settings for consented services		✓	✓		✓	1 year
cmplz_functional	Functional		lastmile.co.uk: User consent settings for functional cookies		✓	✓	✓		1 year
cmplz_marketing	Functional		lastmile.co.uk: User consent settings for		✓	✓		✓	1 year

			marketing cookies							
cmplz_statistics	Functional		lastmile.co.uk: User consent settings for statistics cookies		✓	✓			✓	1 year
itsec-recaptcha-opt-in-*	Functional	✓	lastmile.co.uk: User opt-in for reCAPTCHA	✓		✓		✓		Session
_lfa	Marketing	✓	LeadFeeder: Advertising identifiers	✓			✓		✓	Session
_uetvid	Marketing	✓	Microsoft Ads: User browsing across sites, device info		✓		✓		✓	13 months
_clsk	Statistics	✓	Microsoft Clarity: Aggregated pageview info per user		✓		✓		✓	1 day
ANONCHK	Statistics		Microsoft Clarity: Anonymous session verification	✓			✓		✓	Session
MUID	Statistics	✓	Microsoft Clarity: Anonymous user identifier	✓			✓		✓	Session

_clck	Statistics	✓	Microsoft Clarity: Unique user ID for analytics		✓		✓		✓	1 year
_cltk	Statistics	✓	Microsoft Clarity: User interaction events (clicks, scrolls)	✓			✓		✓	Session
zps-tgr-dts	Statistics	✓	Zoho Pagesense: Visitor analytics, session behavior	✓			✓		✓	Session
<b>LMWATER.CO.UK</b>										
ajs_anonymous_id	Statistics	✓	Atlassian Jira ServiceDesk: Anonymous user ID, visit timestamp		✓		✓		✓	1 year
ga*	Statistics		Google Analytics: Anonymous pageview/sessio n info		✓		✓		✓	1 year
_gid	Statistics		Google Analytics: Anonymous		✓		✓		✓	1 day

			pageview/session info							
_ga	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	2 years
_grecaptcha	Functional		Google reCAPTCHA: Browser interaction / spam protection		✓		✓	✓		6 months
rc::c	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::b	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
rc::a	Functional		Google reCAPTCHA: Browser session verification	✓			✓	✓		Session
cmplz_banner-status	Functional		lastmile.co.uk: Cookie banner dismissed flag		✓	✓		✓		1 year

cmplz_policy_id	Functional		lastmile.co.uk: Cookie policy ID reference		✓	✓		✓		1 year
adobeCleanFontAdded	Functional		lastmile.co.uk: Font load state	✓		✓		✓		Session
cmplz_preferences	Functional		lastmile.co.uk: General user consent settings		✓	✓			✓	1 year
euconsent-v2	Marketing		lastmile.co.uk: Google Consent Mode v2 status	✓		✓			✓	Session
marketing-popup-hidden	Marketing		lastmile.co.uk: Popup display preference	✓		✓			✓	Session
_iub_previous_preference_id	Marketing		lastmile.co.uk: Previously stored cookie consent preferences	✓		✓			✓	Session
swpext86386	Functional		lastmile.co.uk: Search query parameters	✓		✓		✓		Session
wp-settings-time-1	Functional		lastmile.co.uk: Time settings	✓		✓		✓		Session
cmplz_consented_services	Functional		lastmile.co.uk: User consent		✓	✓			✓	1 year

			settings for consented services							
cmplz_functional	Functional		lastmile.co.uk: User consent settings for functional cookies		✓	✓		✓		1 year
cmplz_marketing	Functional		lastmile.co.uk: User consent settings for marketing cookies		✓	✓			✓	1 year
cmplz_statistics	Functional		lastmile.co.uk: User consent settings for statistics cookies		✓	✓			✓	1 year
itsec-recaptcha-opt-in-*	Functional	✓	lastmile.co.uk: User opt-in for reCAPTCHA	✓		✓		✓		Session
_lfa	Marketing	✓	LeadFeeder: Advertising identifiers	✓			✓		✓	Session
_uetvid	Marketing	✓	Microsoft Ads: User browsing across sites, device info		✓		✓		✓	13 months

_clsk	Statistics	✓	Microsoft Clarity: Aggregated pageview info per user		✓		✓		✓	1 day
ANONCHK	Statistics		Microsoft Clarity: Anonymous session verification	✓			✓		✓	Session
MUID	Statistics	✓	Microsoft Clarity: Anonymous user identifier	✓			✓		✓	Session
_clck	Statistics	✓	Microsoft Clarity: Unique user ID for analytics		✓		✓		✓	1 year
_cltk	Statistics	✓	Microsoft Clarity: User interaction events (clicks, scrolls)	✓			✓		✓	Session
zps-tgr-dts	Statistics	✓	Zoho Pagesense: Visitor analytics, session behavior	✓			✓		✓	Session
<b>LMHEAT.CO.UK</b>										
ga*	Statistics		Google Analytics: Anonymous		✓		✓		✓	1 year

			pageview/session info							
_ga	Statistics		Google Analytics: Anonymous pageview/session info		✓		✓		✓	2 years
itsec-recaptcha-opt-in-*	Functional	✓	Imheat.co.uk: User opt-in for reCAPTCHA	✓		✓		✓		Session
wp-settings-time-1	Functional		Imheat.co.uk: Time settings	✓		✓		✓		Session
cli_user_preference	Functional		lastmile.co.uk: General user consent settings	✓		✓		✓		Session
cookieawinfo-checkbox-analytics	Functional		Imheat.co.uk: User consent settings for analytical cookies	✓		✓		✓		Session
cookieawinfo-checkbox-functional	Functional		Imheat.co.uk: User consent settings for functional cookies	✓		✓		✓		Session

cookieLawInfo-checkbox-necessary	Functional		Imheat.co.uk: User consent settings for necessary cookies	✓		✓		✓		Session
cookieLawInfo-checkbox-non-necessary	Functional		Imheat.co.uk: User consent settings for non-necessary cookies	✓		✓		✓		Session
cookieLawInfo-checkbox-others	Functional		Imheat.co.uk: User consent settings for uncategorised cookies	✓		✓		✓		Session
CookieLawInfoConsent	Functional		lastmile.co.uk: General user consent settings	✓		✓		✓		Session
viewed_cookie_policy	Statistics		lastmile.co.uk: General user consent settings	✓		✓		✓		Session

## 8. More Information

We maintain profile pages on various social media platforms such as LinkedIn and Twitter . We may link to those profile pages on Our Websites and other third party websites. If You are a registered user of any of those third party platforms (and/or are logged in to those platforms) then certain Cookies may be set to make it easier for You to share content or access their features.

We are not responsible for and have no control over the use of Cookies on those platforms. If You are concerned about the use of Cookies on any third party websites linked to from Our Websites, then You should check the relevant third party's privacy Policy before accessing its platform (or upon arrival at that platform).

Web browsers also allow control of most Cookies through the browser settings. Consult the settings on Your particular browser to find out more.

## 9. Changes to this Policy

This Policy may be amended by Us at any time. Please check this page periodically so that You are aware of any changes.

This Policy was last updated in March 2026.

## 10. Contact Us

If You would like to contact Us or Our group of companies, please contact Last Mile Customer Services

**Call Us:** 0330 058 7440 between 9am – 5pm, Monday to Friday.

**Write to Us:** Last Mile  
Fenick House  
Lister Way  
Hamilton International Technology Park  
Glasgow  
G72 0FT