

Cookie Policy

Last updated: 6 October 2026

This Cookie Policy explains how the **Thermal Insulation Contractors Association (TICA)** and its **Asbestos Control and Abatement Division (ACAD)** use cookies and similar technologies when you visit www.tica-acad.co.uk.

It should be read alongside our **Privacy Policy**, which explains how we collect, use and protect personal information.

1. Who we are

This Website is operated by the **Thermal Insulation Contractors Association (TICA)**.

TICA is a private company limited by guarantee and registered in England and Wales under company number **01885918**.

Our registered office is:

TICA House

34 Allington Way

Yarm Road Business Park

Darlington

County Durham

DL1 4QB

2. What are cookies?

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

They allow websites to recognise a device and can be used for a range of purposes, including:

- making a website operate correctly;
- keeping users securely logged in;
- remembering preferences;

- understanding how visitors use a website;
- improving website performance; and
- supporting embedded or third-party services.

Similar technologies, including scripts, tags, pixels and local storage, may perform comparable functions. References to “cookies” within this policy include these technologies where appropriate.

3. How we use cookies

We use cookies and similar technologies to operate and improve the TICA-ACAD Website.

Depending on the part of the Website you use, cookies may be used to:

- ensure pages and Website functions operate correctly;
- maintain Website security;
- remember your choices and cookie preferences;
- support member or restricted areas;
- understand how visitors use the Website;
- identify which pages and resources are most useful;
- monitor Website performance;
- improve Website navigation and content;
- support online forms, bookings or payments; and
- enable content or services provided by third parties.

We do not use cookies to give us access to files or other information stored on your device.

4. Types of cookies we use

Strictly necessary cookies

These cookies are required for the Website to operate or to provide a service that you have requested.

They may be used for purposes such as:

- Website security;
- maintaining sessions;
- remembering your cookie choices;

- allowing users to log in to restricted areas;
- processing forms;
- supporting bookings or transactions; and
- maintaining essential Website functionality.

Because these cookies are necessary for the Website or service to function, they do not normally require your consent.

You can configure your browser to block these cookies, but parts of the Website may not work correctly as a result.

Analytics and statistical cookies

We may use analytics technologies to understand how people use the Website.

These can help us understand information such as:

- how many people visit the Website;
- which pages are most frequently visited;
- how visitors move between pages;
- how visitors arrived at the Website;
- which devices and browsers are being used;
- how visitors interact with Website content; and
- whether Website changes improve the user experience.

This information helps us improve the Website, its content and the services we provide.

Where consent is required, analytics technologies will not be activated until you have made the appropriate choice.

In some circumstances, applicable law allows limited technologies to be used for statistical purposes without consent where specific requirements are met. Where we rely on such an exemption, the information will only be used for permitted statistical purposes and you will be given a simple way to object.

Functionality and preference cookies

These cookies help the Website remember choices that you make or improve how the Website appears or operates.

For example, they may remember preferences or settings so that you do not have to select them again each time you visit.

Depending on how the technology is used, we will obtain consent where required or provide you with an appropriate way to object.

Third-party and embedded content cookies

Some areas of our Website may contain content or services provided by other organisations.

This could include:

- videos;
- maps;
- social media content;
- online forms;
- payment services;
- event or booking platforms; and
- other externally provided Website features.

These third parties may place cookies or use similar technologies when you interact with their services.

Where these technologies are not essential or otherwise exempt from consent requirements, they will only be activated after you have provided the necessary consent.

Third-party providers are responsible for their own use of personal information and cookies. We recommend reviewing their privacy and cookie information where appropriate.

Marketing cookies

If marketing or advertising technologies are used on the Website, they may be used to understand the effectiveness of campaigns or to provide more relevant advertising.

Where these technologies require consent, they will not be activated unless you choose to accept them.

We will not treat continued use of the Website as consent to marketing cookies.

5. First-party and third-party cookies

Cookies can be described as either first-party or third-party cookies.

First-party cookies are set directly by the TICA-ACAD Website.

Third-party cookies are set by another organisation whose technology or content is used through our Website.

Where third-party services are used, information may be processed by the relevant provider in accordance with its own privacy policies.

6. Session and persistent cookies

Cookies can also remain on your device for different periods of time.

Session cookies are temporary and are normally deleted when you close your browser.

Persistent cookies remain on your device for a specified period or until you delete them.

We aim to ensure that cookies are retained only for an appropriate period based on their purpose.

7. Current cookies used on the Website

The specific cookies and similar technologies used on the Website may change as we develop our Website and online services.

Where available, you can view up-to-date information about individual cookies, including their purpose, provider and duration, through the **Cookie Settings** function on the Website.

We periodically review the cookies and technologies used on the Website to make sure that our information remains accurate and that cookies are not retained for longer than necessary.

8. Managing your cookie choices

When you first visit the Website, you may be presented with a cookie banner or preference centre allowing you to control how non-essential cookies are used.

Depending on the cookies in use, you may be able to:

- accept cookies;
- reject non-essential cookies;

- choose which categories of cookies you wish to allow; and
- change your preferences later.

Where consent is required, we will not set the relevant cookies before you have given consent.

You can change or withdraw your choices at any time through the **Cookie Settings** option available on the Website.

Withdrawing consent will not affect the lawfulness of any processing that took place before your consent was withdrawn.

9. Browser settings

Most web browsers allow you to control cookies through their settings.

Depending on your browser, you may be able to:

- see which cookies have been stored;
- delete individual cookies;
- block third-party cookies;
- block cookies from particular websites;
- block all cookies; or
- delete cookies when you close your browser.

Blocking all cookies may prevent certain areas or functions of our Website from working correctly, particularly services that rely on essential cookies.

Please refer to the help or privacy settings within your browser for information about managing cookies.

10. Personal information and cookies

Some information collected through cookies and similar technologies may constitute personal data.

Where this is the case, we process that information in accordance with applicable data protection law, including the UK General Data Protection Regulation and the Data Protection Act 2018.

Further information about how we use personal information, including your rights, can be found in our **Privacy Policy**.

11. Changes to this Cookie Policy

We may update this Cookie Policy from time to time, including when:

- the cookies or technologies used on the Website change;
- we introduce new Website functionality;
- third-party services change; or
- legal or regulatory requirements change.

The latest version will be published on this page and the date at the top of the policy will be updated.

12. Contact us

If you have any questions about our use of cookies or this Cookie Policy, please contact:

Thermal Insulation Contractors Association

TICA House

34 Allington Way

Yarm Road Business Park

Darlington

County Durham

DL1 4QB

Telephone: 01325 466704

Email: enquiries@tica.uk.com