HiCare

HICARE COOKIE POLICY

Effective date: **22 October 2026** · *Version 1.0*

1. What cookies are

1.1 Cookies are small files placed on your device when you visit a website or use an app. Similar technologies (such as pixels and local storage) work in the same way, and this policy covers them too. We call them all "cookies".

1.2 This policy explains the cookies used on hicare.org.uk and the HiCare app, operated by HiCare Ltd (company number 16121869), 33 Lower Belgrave Street, London SW1W 0LS. How we use any personal data collected through cookies is explained in our Privacy Policy.

2. The cookies we use

Type	What they do	Your choice
Strictly necessary	Make the site work: log-in, security, booking and payment.	Always on. The law allows these without consent.
Functional	Remember your choices, such as language or saved details. We do not currently use functional cookies.	If we introduce them, we will update this policy. The law allows these without consent where they only adjust how the site looks or works for you.
Analytics	Count visits and show how the site is used, so we can improve it. Used only for statistics, not advertising or profiling, and not shared for anyone else's purposes. We do not currently use analytics cookies.	If we introduce them, we will tell you and give you a simple way to switch them off.
Marketing	Measure our adverts and show you HiCare adverts on other sites. We do not currently use marketing cookies.	If we introduce them, they will be off unless you agree.

2.1 The table below lists every cookie and similar technology used on our site. All are strictly necessary, except YouTube cookies on practitioner training videos.

Name	Set by	Purpose	How long
Set for every visitor, even without logging in			
__client_uat __client_uat_kWqaRTB8	Clerk	Helps our log-in service quickly tell whether you are logged in (for visitors who are not logged in it holds "0"). The second is a copy linked to our site.	1 year
__clerk_db_jwt __clerk_db_jwt_kWqaRTB8	Clerk	Links your browser to our log-in service. The second is a copy linked to our site.	1 year

Name	Set by	Purpose	How long
__cf_bm	Cloudflare (through Clerk)	Tells real visitors apart from automated programs (bots) and protects log-in.	30 minutes
_cfuvid	Cloudflare (through Clerk)	Protects the log-in service from too many requests from one device.	Until you close your browser
__clerk_environment (local storage, not a cookie)	Clerk	Remembers the log-in service settings so they do not reload on every page. Contains no personal data.	Until you clear your browser data
Added after you log in (deleted when you log out)			
__session __session_kWqaRTB8	Clerk	Confirms you are logged in. Without it your account will not open. The second is a copy linked to our site.	Until you log out (your browser may show 1 year)
clerk_active_context	Clerk	Remembers which account you are working in.	Until you close your browser or log out
Practitioners only: training videos (not strictly necessary)			
YouTube cookies, for example: YSC VISITOR_INFO1_LIVE VISITOR_PRIVACY_METADATA	YouTube (Google)	Set only if you agree and then play a training video in your practitioner account. YouTube uses them for its video player and its own viewing statistics.	From your visit up to about 6 months
HiCare staff only			
hicare_impersonation	HiCare	Lets a HiCare administrator temporarily view the site as a user sees it, to help with a problem. Set only when an administrator uses this feature; never set for patients, practitioners or visitors.	4 hours

3. Your choices

3.1 We only use strictly necessary cookies, except YouTube cookies on practitioner training videos. Before a training video plays, we ask you to agree to YouTube cookies; if you do not agree, the video will not load and no YouTube cookies are set. If we introduce analytics or marketing cookies, we will show a banner when you first visit so you can accept or refuse them, and add a "Cookie settings" link to every page so you can change your choice at any time.

3.2 You can block or delete cookies in your browser settings, but log-in and booking will then not work.

4. Third-party cookies

4.1 Some cookies are set by our providers: Clerk (sign-up, log-in and account security), Cloudflare (protection against bots and abuse, through Clerk) and YouTube, owned by Google (training videos for practitioners). Where providers act for us, they are bound by our contract with them; otherwise by their own privacy policies. Google uses YouTube cookies under its own privacy policy.

5. Changes and contact

5.1 We will update this policy when the cookies we use change. Questions: info@hicare.org.uk.