

CarePair Cookie Policy

Last updated: 26 March 2026

CarePair currently uses cookies and similar technologies that are necessary to run the service securely, support sign-in, maintain sessions, and provide the features a user asks for. We do not currently use CarePair-owned advertising cookies, and we have not identified any CarePair-owned analytics or marketing cookies in the current rebuild. If this changes, we will update this policy and any consent controls before those cookies are used.

1. What this policy covers

This policy explains what cookies and similar technologies CarePair uses, why we use them, how long they last, and what choices users have.

It should be read alongside the CarePair Privacy Notice, which explains how CarePair handles personal information more broadly.

2. What cookies are

Cookies are small text files placed on a device when someone visits a website. Similar technologies can include tools that store information on a device or access information already stored there.

Some cookies are essential for a website to work properly. Others may be used for analytics, personalisation or advertising. CarePair currently uses cookies only for essential service and security purposes.

3. Cookies CarePair currently uses

Cookie name	Purpose	Provider	Duration	Category
XSRF-TOKEN	Helps protect forms and requests against fraud and cross-site request forgery.	CarePair	About 2 hours	Strictly necessary
carepair-session	Maintains the user's session and keeps them signed in while they use the website.	CarePair	About 2 hours	Strictly necessary
Dynamically named encrypted session cookie	Stores encrypted session data used by the application. The cookie name may vary between sessions.	CarePair	About 2 hours	Strictly necessary
remember_web_<hash>	Keeps a user signed in on their device when they choose 'Keep me signed in on this device'. Only set if the user selects that option.	CarePair	Up to about 400 days	Functional but used only for requested login persistence
__cf_bm	Supports bot protection and website security through Cloudflare.	Cloudflare	About 30 minutes	Strictly necessary
_cfuvid	Supports traffic management, security and rate-limiting through Cloudflare.	Cloudflare	Session or temporary	Strictly necessary

4. More detail about these cookies

XSRF-TOKEN

This cookie contains a security token used to help confirm that requests sent through the website are genuine and not forged by a third party.

carepair-session

This cookie manages the user's active session while they browse the site or use their account.

Dynamically named encrypted session cookie

CarePair's current session setup also creates an encrypted session-handling cookie whose name may change between sessions. It is used only for secure session handling and core website functionality.

remember_web_<hash>

This cookie is created only if a user chooses the 'Keep me signed in on this device' option. It allows the service to remember the user on that device for a longer period.

Cloudflare cookies

Cloudflare provides infrastructure and security services for the site. These cookies help detect malicious traffic, protect the service, and manage secure access and rate-limiting.

5. Why we use cookies

- keep users signed in while they use CarePair
- remember a user's login on their device if they ask us to
- protect forms and authenticated actions from misuse
- maintain secure session handling
- support hosting, traffic management and website security protections

6. Legal basis and consent

Under the Privacy and Electronic Communications Regulations, cookies and similar technologies usually require clear information and user consent before they are set.

There is an exception for cookies that are strictly necessary to provide an online service requested by the user, or to support the transmission of a communication. CarePair currently relies on that exception for the cookies listed in this policy because they are used for login, session management and security.

Where the use of a cookie also involves processing personal data, CarePair handles that personal data in line with the UK GDPR and the CarePair Privacy Notice.

If CarePair introduces analytics, advertising, social media, testing or other non-essential cookies in future, this policy and the site's cookie controls will be updated before those cookies are used.

7. Managing cookies

Because the cookies currently used by CarePair are essential to the operation and security of the service, blocking or disabling them may prevent the website or account features from working properly.

Users can usually control or delete cookies through their browser settings. They can also log out of CarePair and, where relevant, clear saved cookies from their device.

If a user has chosen 'Keep me signed in on this device', they can remove that persisted login by logging out on the device or clearing browser cookies.

8. Third-party services

CarePair currently uses Cloudflare to support hosting security and traffic management. Cloudflare may set the security-related cookies listed above when delivering those services.

Where third-party services process personal data on CarePair's behalf, that processing is covered by CarePair's Privacy Notice and relevant contractual safeguards.

9. Changes to this policy

CarePair may update this cookie policy from time to time. When it does, it will post the updated version on the website and change the 'Last updated' date above. If a significant change is made, CarePair may also notify users through the platform or by email where appropriate.

10. Contact details

If you have any questions about this cookie policy or how CarePair uses cookies and similar technologies, please contact:

Controller name	Russell Smith
Trading name	CarePair
Email	russ@carepair.co.uk