

Cookie Policy

Version 1.1. PDF (latest version)

Last Updated: September 2026

1. PURPOSE

- 1.1. This website and the portal (the "Platform") are operated by Impress Dispute Resolutions Ltd ("IDR", "we", "us", or "our"). When you access our Platform, we collect certain information by automated means using tracking technologies commonly known as "Cookies".
- 1.2. Please read this policy ("Cookie Policy") carefully as it sets out what a cookie is, an overview of the cookies we use, what to do if you don't want to accept cookies, and a table of the cookies that we use, so that you know exactly what cookies we drop and why. Our website complies with [S.I No 336/2011 \(ePrivacy Regulations\)](#) and the [General Data Protection Regulation](#) (GDPR).
- 1.3. If you have already indicated your cookie preferences, you should still read the policy from time to time to ensure you understand how we use cookies.

2. WHAT IS A COOKIE?

- 2.1. Cookies are text files that are downloaded and may be stored on your device (e.g., your computer, smartphone, or tablet). We may use similar techniques such as server log files, web beacons (also known as clear GIFs and pixel tags, which may be used to transmit information back to the Platform), and embedded scripts (programming code designed to collect information about your interactions with the Platform, such as the links you click on). Embedded scripts are active only when you are accessing the Platform. For consistency, all of these techniques are referred to in this Cookie Policy as 'cookies'. Note that unlike cookies, some pixel tags do not store any information on, or access information stored on, your device. This means that we may not need your consent to use pixel tags, even where they are not essential to display or operate the Platform.

- 2.2. You will find a list of all cookies used within each category—both essential and non-essential cookies (being either functional or performance cookies)—in Annex 1 of this policy.
- 2.3. If you don't want to accept non-essential cookies, you can:
- a) Choose not to accept cookies via the pop-up banner, set preferences, or turn off cookies at any time (please be aware that this may affect the functionality of the Platform); or
 - b) Stop using the Platform.
- 2.4. You can change your cookie preferences at any time by changing your settings, which is further explained in Section 3 below. You can change or withdraw your consent to cookie preferences at any time. We do not imply consent and cookies (other than strictly necessary cookies) will not be downloaded unless you take an active step which deploys the cookie.
- 2.5. Information gathered by cookies can, particularly when combined with other information, be considered personal data. Our [Privacy Policy](#) sets out full details of the other information we may collect and how we may use your personal information.

3. COOKIES USED ON THE PLATFORM

- 3.1. We use several different types of cookies. In particular, we use: essential cookies which enable certain fundamental Platform features (e.g., security and login authentication); and non-essential cookies which allow us to provide you with an optimal user experience and monitor usage of our Platform. Some of these are session cookies which are stored temporarily and are erased after leaving our Platform. Others are persistent cookies which remain on your device for the period specified in the cookie.

4. ESSENTIAL COOKIES

- 4.1. Some cookies are essential for the operation and navigation of our Platform. For example, some cookies allow us to identify registered claimants and ensure they can access the service. If a registered user opts to disable these cookies, the user may not be able to access the content or submission tools of the Platform. Without these cookies, we cannot provide you with the access you have requested. These cookies also help support essential Platform security. Some of these cookies are managed by third parties on our behalf.



5. NON-ESSENTIAL COOKIES

- 5.1. **Functionality Cookies:** Used to provide you with the best user experience. They allow us to enhance the performance of our Platform and help us tailor it to provide more personal features (e.g., language selection).
- 5.2. **Performance Cookies:** Help us understand the behavior of our visitors and their usage of the Platform, allowing us to continuously improve the user experience (for example, by identifying popular pages or determining error messages).
- 5.3. This Platform uses both first-party and third-party cookies:
 - a) **First-Party Cookies:** Set by the website you are visiting to ensure technical functionality and security.
 - b) **Third-Party Cookies:** Set by someone other than the website you are visiting (e.g., Google Analytics) to monitor and evaluate site usage.

6. ANALYTICS & THIRD-PARTY TECHNOLOGIES

- 6.1. **Google Analytics:** We use Google Analytics on our Platform to obtain an overall view of visitor habits and visitor volumes, and to help improve the overall experience on our website. Google Analytics, a third-party web analysis service provided by Google LLC, uses "performance cookies" and "targeting cookies" to analyze how you use our Platform.
- 6.2. On our behalf, Google uses the information collected for the purpose of evaluating your use of our Platform, compiling reports on website activity, and providing other services relating to website activity and internet usage to us. We have configured Google Analytics on our Platform to limit the device and location data collected.
- 6.3. If you prefer not to have data reported by Google Analytics, you can opt to reject all analytical cookies when you access our website.

7. CONTROLLING YOUR COOKIE SETTINGS

- 7.1. Users are always free to decline cookies if their browser permits, although doing so may interfere with their online experience including use of our Platform.
- 7.2. **Controlling Cookies Through Your Browser:** You can manage or disable cookies through your browser settings (e.g., Google Chrome, Safari, Mozilla Firefox, or Microsoft Edge).



- 7.3. Controlling Cookies Through Our Platform: You have the option to consent to non-essential cookies dropped on our Platform by clicking 'Change Your Consent' in the cookie banners presented when you visit our Platform. You can change your preferences or withdraw consent at any time via the cookie settings icon displayed on screen.

8. CORPORATE INFORMATION

- 8.1. Impress Dispute Resolutions Ltd is an out-of-court dispute settlement body certified under Article 21 of the [Digital Services Act](#) (DSA). Impress Dispute Resolutions Ltd is a company registered in the Republic of Ireland with company number 757060 and registered address at 6th Floor, South Bank House, Barrow Street, Dublin 4, Ireland. If you have any queries about this policy, you can contact us at info@impressdisputeresolutions.org.



ANNEX 1 – PLATFORM COOKIE USE

Below is the list of cookies used on this Platform:

A. Essential Cookies

Essential cookies enable core functionality such as transmission of communication, authentication of login, security, network management, and accessibility to use core features of the Platform.

Cookie Name	Description	Source
wpEmojiSettingsSupports	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog/picture sliders, color themes and other website settings.	Wordpress
CookieConsent	Stores the user's cookie consent state for the current domain.	CookieBot

B. Non-Essential Cookies

With your permission, we set the following non-essential cookies:

- **Functionality Cookies:** To remember choices you have made (such as your preferred language).
- **Performance/Analytics Cookies:** To help us improve our Platform by collecting and reporting anonymized information on how you use it (e.g., Google Analytics).