RELIO

Cookie notice

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> **In short**
>
> Only the cookies needed to make the site work are set automatically. Analytics are blocked until you opt in. Our booking calendar and WhatsApp button load only when you click to use them, and set nothing before that.

1 What cookies are

Cookies are small text files placed on your device when you visit a website. They let the site work properly, remember your preferences, and gather information about how the site is used. Similar technologies such as pixels, tags and local storage work in the same way, and this notice covers those too.

2 The cookies we use

Strictly necessary	Needed for the site to work, such as page navigation, security and form submission. These are always set and cannot be switched off.
Functional	Remember your preferences and settings, such as your cookie choice.
Analytics	Help us understand how visitors use the site so we can improve it. Blocked until you opt in.
Booking and messaging tools	Our booking calendar and WhatsApp button do not load until you choose to use them. When you click to open one, that provider sets the cookies it needs to deliver the service you asked for.
Marketing and tracking	Used to deliver or measure advertising. We do not use these.

A full cookie declaration listing each cookie by name, provider, purpose and duration is published on our website. It is generated from the finished site build and is updated whenever the site changes.

3 Our approach to consent

The Data (Use and Access) Act 2025 removed the need for consent for certain low-risk purposes, including statistical analysis to improve a service. We have chosen not to rely on that exception. Analytics cookies are not set until you opt in.

Relio Limited, trading as Relio. Registered in England and Wales, company number 17194692. Registered office 161 Gloucester Crescent, Wigston, Leicestershire LE18 4YH.

Our booking calendar and WhatsApp button are treated differently, because they are things you choose to use rather than something we run in the background. They do not load at all until you click to open one. Loading them at that point is necessary to provide the service you have just asked for, so we do not make you accept cookies site-wide before you can book an appointment or send us a message. Until you click, nothing from those providers is loaded and no cookies are set.

We do not use advertising or tracking cookies at all.

4 Changing your mind

You can accept or reject non-essential cookies using the banner when you first visit, and change or withdraw your choice at any time using the Cookie preferences link at the foot of every page. Withdrawing consent is as easy as giving it.

You can also block or delete cookies through your browser settings. If you block strictly necessary cookies the site may not work properly.

5 Booking and messaging tools

Our booking calendar and WhatsApp button are provided by third parties. Each appears as a placeholder until you click it. When you do, that provider loads its content, sets the cookies it needs, and receives data about your visit. That processing is governed by their own privacy policy as well as ours. If you never click, nothing is loaded and nothing is set.

6 Your personal data

Where cookies collect personal data, our privacy notice explains what we do with it, the lawful bases we rely on, how long we keep it and the rights you have. The privacy notice is published on our website alongside this one.

7 Review and questions

We review this notice at least annually, and whenever the cookies used on our site change. A copy is available free of charge on request.

Questions about this notice should be sent to office@relioproperty.co.uk. If you are unhappy with our response you may complain to the Information Commissioner's Office at ico.org.uk.