



Resident Info Cookie Policy

Version 1.0 - September 2026

Resident Info Cookie Policy

1. Introduction

This Cookie Policy explains how Resident Info ("We", "Us", "Our"), a product operated by My Block Manager Ltd, uses cookies and similar technologies when you access or use the Resident Info website, portal, mobile applications and related services ("Platform").

This Cookie Policy should be read alongside the Resident Info Privacy Policy.

By continuing to use the Platform, you acknowledge that cookies may be used as described in this Policy.

2. What Are Cookies?

Cookies are small text files stored on your computer, mobile device, tablet, or other device when you visit a website or use certain online services.

Cookies help websites and applications function correctly, maintain security, remember preferences, and improve the user experience.

Cookies may be:

- **Session Cookies** - deleted when you close your browser.
- **Persistent Cookies** - remain on your device for a period of time.
- **First-Party Cookies** - set directly by Resident Info.
- **Third-Party Cookies** - set by trusted service providers used by Resident Info.

3. Why We Use Cookies

Resident Info uses cookies and similar technologies to:

- Maintain secure user sessions.
- Authenticate users after login.
- Protect platform security.
- Load balance traffic across servers.
- Remember preferences and settings.
- Improve platform performance and usability.
- Monitor service reliability.
- Analyse usage patterns where appropriate consent has been provided.
- Prevent fraud and unauthorised access.

4. Cookies We Use

Strictly Necessary Cookies

These cookies are essential for the operation of the Platform and cannot be disabled through our cookie controls because they are required for core functionality and security.

Cookie	Purpose	Type
AWSALBCORS	Load balancing and session routing	Strictly Necessary
AWSALB	Load balancing and traffic distribution	Strictly Necessary
ASP.NET_SessionId	Maintains user session state	Strictly Necessary

These cookies do not require user consent because they are necessary for the security, authentication and operation of the Platform.

Without these cookies, parts of the Platform may not function correctly.

Functional Cookies

From time to time, Resident Info may use cookies to remember:

- Language preferences.
- User settings.
- Accessibility preferences.
- Interface customisation options.

These cookies improve the user experience but are not essential to core functionality.

Analytics Cookies

Where enabled and where required by law, Resident Info may use analytics technologies to understand:

- How users navigate the Platform.
- Which features are used most frequently.
- Performance and reliability issues.
- User experience improvements.

Analytics information is used to improve Platform performance and services.

Where consent is required by law, analytics cookies will only be activated after consent has been provided.

5. Similar Technologies

In addition to cookies, Resident Info may use similar technologies including:

- Local storage.
- Session storage.
- Security tokens.
- Device identifiers.
- Log files.

These technologies help maintain security, reliability and platform functionality.

6. Third-Party Services

Resident Info may use trusted third-party providers to deliver infrastructure, security, analytics, communications, and hosting services.

Where such providers use cookies or similar technologies, those technologies will be subject to the provider's own privacy and cookie policies in addition to this Policy.

Resident Info does not control third-party websites or services that may be linked from the Platform.

7. Managing Cookies

Most web browsers allow you to:

- View stored cookies.
- Delete cookies.
- Block cookies.
- Restrict certain categories of cookies.
- Configure cookie permissions.

Browser settings are typically available through your browser's:

- Settings
- Privacy
- Security
- Cookie Preferences

sections.

Please note that disabling strictly necessary cookies may prevent parts of the Platform from functioning correctly.

8. Cookie Consent

Where required by applicable law, Resident Info will seek consent before placing non-essential cookies on your device. Resident Info complies with the Privacy and Electronic Communications Regulations (PECR) and applicable UK data protection legislation in relation to the use of cookies and similar technologies.

You may withdraw or modify your cookie preferences at any time using available cookie preference tools or your browser settings.

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

9. Changes to This Cookie Policy

Resident Info may update this Cookie Policy from time to time to reflect:

- Changes in legislation.
- Changes in technology.
- Changes to Platform functionality.
- Changes to service providers.

Updated versions will be published on the Platform and will take effect upon publication unless otherwise stated.

10. Contact Information

For questions relating to this Cookie Policy or the use of cookies by Resident Info, please contact:

Data Protection Contact

My Block Manager Ltd

Email: **privacy@resident.info**

Postal Address:

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Resident Info is a product of My Block Manager Ltd.