

SONÜ

Cookie Policy

How cookies and similar technologies are used on sonuclinic.com and doctoralex.co.uk.

Effective date

31 July 2026

Next scheduled review

31 July 2027

Document owner

Clinic Manager / Privacy Lead

Classification

Public-facing

Applies to

Website visitors and users of online forms or booking links.

Controller details

Dr. Alexander James Limited, trading as SONÜ Clinic
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Company number 11579185 • ICO registration ZB356204

Your choice

You can reject non-essential cookies. Essential cookies remain active because they are required for the website or consent controls to work. You can change your choice at any time through the cookie settings link on the relevant website.

1. About this policy

This policy applies to sonuclinic.com and doctoralex.co.uk, which are operated for SONÜ Clinic by Dr. Alexander James Limited. It should be read with our Patient and Website Privacy Notice.

2. What cookies and similar technologies are

Cookies are small text files placed on a device when a website is used. Similar technologies include local storage, pixels, tags, scripts and software development kits. They can support security, remember choices, measure website use or load third-party content.

3. How consent works

Strictly necessary technologies do not require consent where they are essential to provide a service requested by the user or to transmit a communication. Non-essential analytics, embedded-content and advertising technologies are blocked until the user gives a valid choice where consent is required.

- The banner provides a clear option to accept or reject non-essential technologies.
- Non-essential technologies should not load before consent.
- A user can change or withdraw consent as easily as it was given.
- A record of the consent choice is retained for compliance and to remember the preference.
- The website should ask again when the consent period expires or when the cookie use materially changes.

4. Categories used

Category	Purpose	Legal position	Typical duration
Strictly necessary	Security, network management, session functions, consent choices and basic website operation.	No consent required where strictly necessary.	Session to 12 months, depending on function.
Analytics	Understand visits, pages viewed, approximate location, device/browser type and website performance.	Consent.	According to the live cookie list; Google Analytics cookies commonly persist for up to 2 years unless configured for less.
Embedded content	Load video, maps, reviews, social-media content or other third-party features requested by a visitor.	Consent where storage/access technology is used and not strictly necessary.	Provider-dependent and shown in cookie settings where active.
Advertising or retargeting	Build audiences or show targeted advertising.	Consent.	Not currently used by SONÜ Clinic. We do not currently use Meta Pixel, customer-list audiences or retargeting pixels.

5. Current providers and technologies

Provider / feature	What it does	Notes
Website platform / consent manager	Essential security, session and preference controls.	Names and exact durations are displayed through the live cookie settings because they can change following website maintenance.
Google Analytics	Aggregate and pseudonymous website measurement, subject to consent.	May include _ga and a property-specific _ga_* cookie. The live settings are authoritative for the precise names and expiry.
KDA Web Services	Website hosting, maintenance and technical support.	May process server logs and strictly necessary technical data.
Embedded media or maps	Content may be supplied by third parties such as video or mapping services.	The content should remain blocked or limited until the visitor activates it or gives the relevant consent.
Pabau online booking	External booking and account services reached through a link from our websites.	Pabau operates its own site and may set cookies under its own privacy and cookie information.

6. Server logs

Website hosts and security providers may create server logs containing IP address, timestamp, requested page, browser information, response code and security events. Logs are used to operate and protect the website and may be processed on the basis of legitimate interests rather than cookie consent where no information is stored on or read from the user's device beyond what is technically necessary.

7. International processing

Some analytics or embedded-content providers may process information outside the United Kingdom. Where SONÜ Clinic initiates a restricted transfer, appropriate UK transfer safeguards are required. Third-party services reached by an external link operate under their own notices.

8. Managing cookies

- Use the cookie settings link on the website to change non-essential choices.
- Use browser settings to block or delete cookies. Some website functions may then work less effectively.
- Withdrawing consent stops future non-essential use but does not make earlier lawful processing unlawful.
- Contact contact@sonuclinic.com if the settings control does not work or if you need information in another format.

9. Cookie inventory and website-owner checks

The live cookie settings should contain the exact cookie names, providers, purposes and durations detected on each website. KDA Web Services should re-scan both websites after material changes and at least every six months. Any cookie found in a scan must be assigned to the correct category before publication.

Review item	Owner	Frequency	Evidence
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Review item	Owner	Frequency	Evidence
Automated scan of sonuclinic.com	KDA Web Services / Privacy Lead	Every 6 months and after changes	Scan report and banner inventory
Automated scan of doctoralex.co.uk	KDA Web Services / Privacy Lead	Every 6 months and after changes	Scan report and banner inventory
Test that Reject prevents analytics	Privacy Lead	Every 6 months	Browser test / screenshots
Test that preferences can be changed	Privacy Lead	Every 6 months	Browser test / screenshots
Check no Meta Pixel or retargeting tags	KDA Web Services	Every 6 months	Tag scan

10. Contact and complaints

Questions or complaints about cookies or website information should be sent to contact@sonuclinic.com. Data-protection complaints are acknowledged within 30 days and investigated without undue delay. You may also complain to the ICO.

Legal framework and guidance

This document has been prepared with reference to the following legislation and official guidance, as available on the effective date:

- [ICO: Guidance on storage and access technologies](#)
- [ICO: How to manage consent in practice](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [ICO: International transfers](#)