



Complaints Policy

VINTAGE WEALTH MANAGEMENT LIMITED

Last Updated 2025

Whilst we aim to minimise complaints, we also recognise that complaints can be good for our business and we can. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

What are cookies?

Cookies are small, harmless files placed on your computer's hard drive or in your browser memory when you visit a website.

What do cookies do?

Cookies help to make the interaction between users and websites faster and easier. For example, they can remember your login details or information you supply. What cookies don't do is store any personal or confidential.

Are cookies safe?

Yes, cookies are harmless text files. They can't look into your computer or read any personal information or other material on your hard drive. Cookies can't carry viruses or install anything harmful on your computer.

Why should I keep cookies switched on?

We advise you to keep cookies active during your visits to our website because parts of the site rely on them to work properly. For example, you won't be able to sign in to your account if cookies are disabled.

Analytic Cookies – Google Analytics

These analytics allow google to track how users have interfaced with the website such as, information about the amount of visits, when the user first and last visited the website, how long the user has stayed on the website plus where the user found the website.

Functional Cookies

These cookies enable websites to work more efficiently and provide user-friendly features for you, as a visitor, when browsing. These are usually in the form of online enquiry forms, where you can divulge information about yourself, such as email address and name, for a desired end.

Third Party Cookies

These are cookies set by a different organisation to the owner of the website you are visiting. For instance, when a website links to other websites, those websites may provide analytical services whereby cookies are required. Social media websites, such as facebook and youtube, use these to provide analytics for their respective owners. This will store cookies on your website from the other organisation as a third party.

Flash Cookies

Flash cookies are used to deliver video and gaming content on sites. These cookies are exclusive to adobe and cannot be modified through your browser. They are used for similar purposes, such as tracking user behaviour and preferences. These cookies work in a slightly different way where all information is stored in one cookie but the type of data that is stored is manageable. Whereas in the other cookies listed, they each have an individual job.

Necessary

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

Cookie	Duration	Description
__cf_bm	1 hour	This cookie, set by Cloudflare, is used to support Cloudflare Bot Management.
_cfuid	session	Calendly sets this cookie to track users across sessions to optimize user experience by maintaining session consistency and providing personalized services
elementor	Never Expires	The website's WordPress theme uses this cookie. It allows the website owner to implement or change the website's content in real-time.
rc::a	Never Expires	This cookie is set by the Google recaptcha service to identify bots to protect the website against malicious spam attacks.
rc::c	session	This cookie is set by the Google recaptcha service to identify bots to protect the website against malicious spam attacks.
cookieyes-consent	1 year	CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.

Functional

Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Cookie	Duration	Description
et_pb_ab_view_page_30195	Session	This cookie is used by our website to track which version of a page a visitor has viewed in A/B testing. It helps optimize content delivery based on user interaction.
et_pb_ab_read_page_30195false	1 year	This cookie is used by our website to track which version of a page a visitor has viewed in A/B testing. It helps optimize content delivery based on user interaction.

Analytics

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

Cookie	Duration	Description
ga*	1 year 1 month 4 days	Google Analytics sets this cookie to store and count page views.
_ga	1 year 1 month 4 days	Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.