Duve Cookie and Tracking Policy

NOTE: For any issues regarding personal data protection, please refer to our Data Protection Policy. For any questions regarding the collection, processing or use of personal data relating to you (as explained below) please contact our Data Protection Officer, at: **E-mail**: DPO@getduve.com

What's a cookie?

A cookie is a small file sent from a website or web-based interface, which is then stored on your computer by your web browser. When you return to the website or web-based interface, the information in the cookie can be used to recognize your last session. Cookies cannot install malicious software such as viruses on your device, and they do not store any of your personal data or account information.

Why do we use cookies?

We use cookies to save and maintain users' settings and select preferences during browsing sessions (e.g. geographical location, currency preferences accessibility and language selections and preferences), and for statistical analysis of the performance and trends on our website or interfaces and for monitoring and identifying errors.

We also employ advertising cookies to provide personalized adverts according to anonymous data collected from your web browser on websites you have visited and their properties.

Where do cookies come from?

Cookies originate from two types of sources: first party and third party. The classification whether a cookie is 'first' or 'third' party refers to the internet domain that places the cookie.

- First-party cookies are placed by a website visited by the user at the time.
- Third-party cookies are cookies placed by a domain other than that of the site visited by the user. If a user visits a website, and another entity places a cookie through that site, this would be a third party cookie.

Opt-out: When you first visit the Website, you will be given the option to accept or decline the use of cookies. You can also control the use of cookies at the individual browser level. Instructions for managing cookie usage can be found for the following browsers, at:

- Google Chrome
- Internet Explorer
- Firefox
- Safari
- Safari Mobile
- Opera

If you reject the use of cookies, you may still use the website or interface, but your ability to use some features or areas therein may be impaired, limited or unavailable.

If you wish to opt out of interest-based and behavioral advertising click http://preferences-mgr.truste.com (if you are located in the European Union click http://www.youronlinechoices.eu), or visit http://www.networkadvertising.org/

Do Not Track/Privacy Mode:

"Do not track" or "privacy mode" is a function that allows website users to opt out of being tracked by websites for any purpose including the use of analytics services, advertising networks and social platforms.

Do not track options are available in a few browsers including:
- Firefox
- Internet Explorer
- Chrome
- Safari
- Opera

If you have enabled the "do not track" function in your browser, you will not be tracked. However, this may impair your use of our website or interface. This is in addition to you opting-out of the aggregation and analysis of data for the website and booking interface's statistics.

You hereby irrevocably and unconditionally waive any claim or demand if employing any of the aforementioned modes on your browser results in any of the services becoming unavailable, impaired or non-functional.

Categories of cookies we use:

There are two categories of cookies in use on our sites:

- **Session Cookies** containing encrypted information to allow the system to uniquely identify you while you visit the Website. Session cookies exist for a singular online session and disappear from your computer when you close your browser or turn off your computer.

- **Persistent Cookies** used to distinguish whether you are a repeating or new visitor to the Website, and to identify and maintain your preferences, such as the selected language, and the country of origin as of your last visit. We use these cookies to present the contents of the Website in a personalized way, in accordance with your past selected preferences and browsing usage. Persistent cookies remain on your computer after you have closed your browser or turned off your computer for varying periods of time, according to the duration of each cookie. They include such information as a unique identifier for your browser.

We would like to emphasize that the security and confidentiality of the information stored in the persistent cookies used in the Website is held by us to a very high priority.

What kind of third party cookies do we use?

● **Google DoubleClick and Google Analytics**
The Site uses Google Analytics cookies. These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies do not collect information that identifies you. All the information that these cookies collect is anonymous and is only used to improve how the Site.

Information collected by the Google Analytics cookies will be transmitted to and stored by Google on servers in the United States of America in accordance with its privacy practices. To see an overview of privacy at Google and how this applies to Google Analytics, please click here.

We also use the Google DoubleClick Cookie, to store information about your use of our Site (and eventually other websites visited in the Google advertising network), including the sites visited, ad views, page views, user interaction data, browser information, IP-address, a cookie ID, and your search history. Google will not link your name or other personally identifiable information to your DoubleClick cookie without your prior consent.
We then use Google Analytics to also analyze the data stored in the DoubleClick Cookie in order to obtain statistical reports on our user's demographics (age, gender) and interests. These reports help us to better understand our users and to improve our Website and services.
Please further note that the DoubleClick Cookie also enables Google and other third party vendors to serve targeted advertising (based on your prior visits to our Website and/or other sites on the Internet). These ads may be shown on websites of Google and/or other publishers participating in the Google advertising network.

- If you wish to Opt-out of our Google Analytics usage, you may download the browser plugin "Google Analytics Opt-out Browser Add-on" here which is compatible with your web browser.

- If you would like to permanently deactivate the DoubleClick-Cookie please download and install the browser-plugin which is available here.

● **CloudFlare:**
We use Cloudflare to protect and accelerate our Site. We have joined the Cloudflare community, and thus our web traffic is routed through our intelligent global network. Through the CloudFlare Cookie, we automatically optimize the delivery of your web pages so our visitors get the fastest page load times and best performance.

The Cookie's security features also used to block threats and limit abusive bots and crawlers from wasting our bandwidth and server resources.

● **Facebook Analytics**
Facebook uses cookies when you share content from our website on Facebook. We also use Facebook Analytics to understand how our Facebook page and our website are being used and to optimize Facebook user activities based on users interacting with our Facebook content.

User data is all anonymous. Any information generated by these cookies will be used in accordance with our Privacy Policy, this Cookie Policy, and Facebook's [privacy policy](#) and [cookie policy](#).

If you wish to Opt-out of our Facebook Analytics usage, you may use your browser options or change the options through your Facebook settings.

- **Amplitude Analytics Tracking tools and/or Cookies**

Amplitude analytics cookies are cloud-based, and through Amplitude's platform, we analyze the usage trends and behavior of our website, and our visitors in order to oversee the integrity and efficiency or our website.

User data is all anonymous. Any information generated by these cookies will be used in accordance with our Privacy Policy, this Cookie Policy, and Amplitude's [privacy policy](#).

- **Hotjar**

Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback.

Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website).

Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user.

For further details, please see Hotjar's privacy policy by clicking on this link.

You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this opt-out link

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- **Intercom**

We use Intercom cookies as a medium for communications, either through email, or through messages within our product(s). The Intercom Messenger Apps and Apps in Inbox products may also provide you with access to other third party applications such as Stripe.

You should consult these third parties' privacy notices for further information on their use of your personal data.

As part of our service agreements, Intercom collects publicly available contact and social information related to you, such as your email address, gender, company, job title, photos, website URLs, social network handles and physical addresses, to enhance your user experience.

For more information on the privacy practices of Intercom, please visit https://www.intercom.com/terms-and-policies#privacy.

Intercom's services are governed by Intercom's terms of use which can be found at https://www.intercom.com/terms-and-policies#terms.

Can I withdraw consent for the use of cookies or tracking tools?

If you wish to withdraw your consent, you can choose to opt-out of cookies at any time by managing and/or deleting your cookies using your internet browser settings.

Additional information on cookies in general:
A number of websites provide detailed information on cookies, including AboutCookies.org and AllAboutCookies.org.

Updates to our Policy
We update our Cookie Policy from time to time, if we introduce a new cookie or tracking tool which processes new information, or wish to process the information collected by your cookies and tracking tools in a new manner, we shall notify you and ask you to consent to this updated processing, new cookie or tracking tool.

Questions?
Should you have any questions about the use of cookies by Duve, please be in touch with our Data Protection Officer, at: **E-mail**: DPO@getduve.com

The default configuration and use of our first-party cookies and third-party cookies used in the Website is described in the table below:

Cookie Name(s)	Cookie Provider	Purpose	Duration (Months/ Years)
tl	Duve	First Party Cookie; The time the user landed in Duve website	1 Year
tz	Duve	First Party Cookie; The user time-zone	1 Month
lang	Duve	First Party Cookie; The user's main browser language	1 Month
langs	Duve	First Party Cookie; All the languages used in the user's browser	1 Month
_gcl_au	Google	Third Party Cookie; Used by Google AdSense for experimenting with advertisement efficiency across websites using their services	3 Months
_ga	Google	Third Party Cookie; This cookie is used to collect information about how visitors interact with the Website. The cookies collect information in an anonymous form, including the number of visitors	1 Day

		to the site, where visitors have come to the site from and the pages they visited	
_gid	Google	Third Party Cookie; This cookie is used to collect information about how visitors interact with the Website. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited	2 Day
_fbp	Facebook	Third Party Cookie; Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers	3 Months
_hjid	Hotjar	Third Party Cookie; this cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the random user ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID	1 Day
_hjIncludedInSample	Hotjar	Third Party Cookie; Determines if the user's navigation should be registered in a certain statistical place holder	Session Cookie
intercom-id-	Intercom	Third Party Cookie; Chat ID	10 Months
IDE	DoubleClick	Third Party Cookie; It is used for advertising based on previous searches and browsing.	2 Years
fr	Facebook	Third Party Cookie; Used to deliver a series of advertisement products such as real time bidding from third party advertisers	3 Months
partner	Duve	First Party Cookie; Duve referral partner ID (if existed)	1 Month
src	Duve	First Party Cookie; Referral ID	1 Month
__cfduid	Cloudflare	Third Party; It is used to override any security restrictions based on the IP address the visitor is coming from. It does not correspond to any user id in the web application, nor does the cookie store any personally identifiable information	1 Year
reff	Duve	First Party Cookie; Referral URL	3 Months
amplitude_id_*	Amplitude, Inc.	Third Party Cookie; this cookie collects data and helps us better understand how the website is used	10 Years
_gat_UA-100426373-1	Google	Third Party Cookie; Tracking cookie Used to throttle request rate	1 Day
_gat_gtag_UA_100426373_1	Google	Third Party Cookie; It helps us monitor the use and performance of our website	1Day
intercom-Session-	Intercom	Third Party Cookie; Session ID of Intercom	Session Cookie