

# Cookie notice

## Introduction

This notice talks about the cookies and tracking technologies we use across the websites we operate and all the services we provide to you.

Last updated: 12 October 2023

## What are cookies and other tracking technologies?

A cookie is a small text file that's placed on your computer or mobile device when you visit one of our websites. We, and some of our affiliates and third-party service providers, may use a few different types of cookies. Some are *persistent cookies* (cookies that remain on your hard drive for an extended period of time) and some are *session ID* cookies (cookies that expire when you close your browser).

We also use other tracking technologies like web beacons (sometimes called "tracking beacons" or "clear gifs") and local storage. These are tiny graphics files that contain a unique identifier that enable us to recognise when someone has visited our websites or opened an email that we have sent them.

## Why do we use these tracking technologies?

They help us to operate our websites and services, enhance and customise your experience across our websites and services, perform analytics and deliver advertising and marketing that's relevant to you.

There are also cookies set by third parties across our websites and services. Third party cookies enable third party features or functionality to be provided on or through our websites and services, such as advertising, interactive content and analytics. They also enable us to use advertising networks to manage our advertising on other websites.

## Spktral cookies

Below is a list of the cookies we use on our websites and services. As we develop our technology the type and number of cookies changes, so please keep checking back here to ensure you stay up to date. If you find a cookie that isn't mentioned here, please feel free to send us a message at [hello@spktral.com](mailto:hello@spktral.com).

### \_RequestVerificationToken (Essential)

This session ID cookie allows us to confirm the user has a valid security credentials to use our services.

### UserPreferencesV1 (Essential)

This persistent cookie allows us to remember what the user last looked at on a particular page. It allows us to make the UX more intuitive across different pages.

## Third party cookies

Below is a list of the third-party cookies we use and why we use them:

### ARRAffinity & .AspNet.ApplicationCookie (Essential)

These two session ID cookies allow Microsoft Azure Web Servers deliver our services.

### \_cfduid (Essential | Security)

Used by Cloudflare to identify trusted web traffic.

### Google Analytics (Analytics)

Google Analytics uses cookies to help us analyse how our users use our websites and services. You can find out more about this service and how Google uses your data at <http://www.google.com/analytics> and [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/).

### hjid & hjIncludedInSample (Analytics)

These session ID cookies enable us to track how long users stay on pages and indicate how intuitive we have made the page by the way they navigate around it.

### TawkConnectionTime & tawkUUID (Customer Support)

These two persistent cookies allow us to deliver our live 'chat to us' feature on both our website and our applications.

## How to control cookies in your browser

You can accept or reject cookies by amending your web browser controls. Because they're important, our websites and services might not work like they're supposed to, and in some cases, might not work at all, if you decide to reject our cookies.

You can manage your cookie settings by following your browser's instructions. Here are some links that might be of assistance:

- Google Chrome

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

- Google Analytics (Analytics)

<https://support.microsoft.com/en-nz/help/17442/windows-internet-explorer-delete-manage-cookies>

- Google Analytics (Analytics)

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

- Google Analytics (Analytics)

<https://support.apple.com/en-nz/guide/safari/manage-cookies-and-website-data-sfri11471/mac>