



# Cookie Policy

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VERSION: CP12B, R2

[-Previous version.](#)

You've found our Cookie Policy! This policy explains what cookies are (including the types of cookies we use), why we use them on our website and in our services and the choices you have with regards to the use of cookies on your device or browser.

This Policy applies to both the use of our "Website" ([www.soloprotect.com](http://www.soloprotect.com)) as well as our "Services" (SoloProtect Insights, <https://ukportal.soloprotect.com/>).

Our Cookie Policy is just one of a range of policies we have that sets out how we at SoloProtect ensure your right to privacy is safeguarded. If you are looking for any of those other policies, you can find them here:

- [Privacy Notice](#) (applicable to the use of the Website, [www.soloprotect.com](http://www.soloprotect.com))
- [Privacy Policy](#) (applicable to the use of the SoloProtect Services and SoloProtect Insights)
- [Retention Policy](#) (applicable to the use of the SoloProtect Services and SoloProtect Insights)

## SUMMARY

When you visit our Website or interact with us through our Services we use a range of cookies, web beacons, pixel-tags, and other similar technologies to store information we collect about you in order to provide you with a better and safer experience and, in some limited circumstances, for advertising purposes.

Here, we have summarised the key things we think you should know about how we use cookies. For detailed information about how we use these technologies our full Cookie Policy follows this summary.

Cookies come in a variety of forms but are essentially small data files used to collect and store information about you. We use them for a variety of different functions: some are strictly necessary and are required for the smooth and safe operation of our Website and Services, others allow us to manage your preferences and remember you for future visits. We also use cookies to analyse how you use our Website and access our Services in order to continually make improvements. Finally, for our Website only, we use cookies to give you added functionalities such as social media plugins and for advertising purposes.

The majority of our cookies are linked to your browser session (session cookies) and disappear once you close your browser; others remain on your device for a longer period (persistent cookies). We,

being SoloProtect and our partners (who help us with various aspects of our business), serve those cookies and only we can read them. However, a number of third-parties who have integrated with our Website (such as social network plugins) may also set cookies. We have no control over these cookies, but you can still block them (just not through us).

For all cookies, you are free to block, delete, or disable these technologies as you wish and for the most part, this can be managed through your browser or device settings. However, please be mindful that blocking or disabling certain cookies (particularly strictly necessary or functional ones) could affect availability and functionality and, in some circumstances, you may not be able to access all or parts of our Website or Services.

For further information about cookies, including how to see what cookies have been set on your device and how to manage and delete them, you can visit [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

## WHAT ARE COOKIES?

Cookies are small data files that are placed and stored on the device (be it your computer, tablet, mobile phone or through your browser) you use to access either our “Website” ([www.soloprotect.com](http://www.soloprotect.com)) or our “Services” (SoloProtect Insights, <https://ukportal.soloprotect.com/>).

They allow us to record certain pieces of information whenever you visit or interact with us through the Website or our Services.

The types of information that we collect through cookies includes your device type, operating system, browser type, the website you visited, your time of visit, whether you have accessed our Website from another website (*i.e.*, a referring website), your IP address, as well as information about your preferences (such as your language).

## TYPES OF COOKIES

Just like at your local supermarket, our cookies come in a variety of types.

### ***Technologies***

Cookies come in a variety of forms and include:

- Web-beacons, pixel-tags or clear GIFs: these are small graphic images that may be included on our Website that work in conjunction with other cookies to identify you.
- Other similar technologies: we also use various other technologies to collect information which operate similar to cookies such as flash cookies or HTML cookies.

### ***Session Vs Persistent***

- Session Cookies: these are cookies that are linked to your browser session and allow us to link your actions during that particular session, they only last as long as your online session, and disappear from your computer or device when you close your internet browser.
- Persistent Cookies: these cookies are stored on your device after your browser has been closed and have a defined expiry date. Persistent cookies are helpful where we need to know who you are when you are using more than one browsing session, such as to remember you for your next visit or your selected preferences.

### ***First-Party vs Third-Party***

Cookies can be provided directly by SoloProtect, via SoloProtect on behalf of a third-party, or directly by a third-party themselves.

- First-Party cookies: These cookies are set by the website you're visiting and only that website can read them.
- Thirty-Party cookies: These cookies are set by a third-party site you are visiting from or from a third-party who has integrated with our Website (such as through a social plugin allowing you to share a link to our content on that social media platform). We are not responsible for, or have any control over, these types of third-party cookies – you can still block or disable them, just not through us.

### **WHY WE USE COOKIES**

Cookies are incredibly helpful both to us and for you. We use cookies to remember information about you in order to better tailor your experience when you access our Website and Services.

They are also used to:

- Remember information about you when you log-in, so you do not have to give this information over and over again;
- Remember any preferences you select when you first visit (such as your country-specific landing page, or your language preferences) and whether you have already seen any banner that is displayed only to first time visitors (such as the banner letting you know we use cookies);
- Keep both our Website and Services secure and you secure when using them, such as by identifying irregular site behaviour, enabling security features and to allow access to secure areas of our Website and Services;
- Help us understand how people are using our Services (such as by providing statistics on which parts of the Website or Services you visit, or how easy it is to navigate our Website or Services). We use this to improve the look, feel and operation of our Website and Services;
- Specifically for our Website, to allow you to use social plugins and other customized content and experiences (such as posting our content to social media platforms). In addition, our third-party partners may use a cookie or similar technology in order to determine whether you arrive at our site via one of their ads.

### **HOW WE USE COOKIES**

We use cookies for a variety of reasons:

- Strictly Necessary Cookies: These are cookies that are required for the smooth and safe operation of our Website and Services. These include, for example, cookies that enable you to log into secure areas of our Website or Services and remember any security settings. Without these types of cookies your use of the Website or Services as well as your security could be affected.
- Functionality Cookies: These cookies are used to recognise you when you return to our Website and Services. They enable us to personalise our content for you and remember your preferences (for example, your choice of language, region and landing page, font size etc.) and

whether you have visited the Website or Services before so that banner/messaging for new visitors is not displayed to you.

- Analytical/Performance Cookies: These help us understand how people are using our Website and Services, including the number of visitors, which pages and content is accessed and how those visitors navigate our Website and Services. Some of these cookies, whilst served by us, are provided by our partners, who help us analyse this information. We use these cookies to improve the way our Website and Services work, to make sure our Website and Services are working properly (which extends to fixing any identified errors) and to generally improve the experience we deliver to you.
- Targeting Cookies/Advertising Cookies: These cookies also record your visit to our Website and Services, the pages you have visited and the links you have followed. Our partners may use this information in order to determine whether you arrived at our site via one of their ads, or to serve tailored ads or content to you.

## YOUR RIGHTS

You have the right to choose whether or not to accept cookies.

Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. For guidance on how to do this the following website may prove useful (<http://www.whatarecookies.com/view.asp>).

However, cookies are an important part of how our Website and Services work, so you should be aware that if you choose to remove cookies, this could affect the availability and functionality of the Services and, in some circumstances, you may not be able to access all or parts of our Website or Services.

Removing or rejecting browser cookies does not necessarily affect third-party flash cookies which may be used by us or our partners in connection with our Services. To delete or disable flash cookies please visit [this site](#) for more information.

If third-party flash cookies are disabled on your browser, some features on our Website may not work as you would expect. However, you can always set exceptions via your browser to allow third-party cookies for the [www.soloprotect.com](http://www.soloprotect.com) website.

For further information about cookies, including how to see what cookies have been set on your device and how to manage and delete them, you can visit [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

Cookie ID	Domain	Expiry	Type of Cookie	Purpose	Who Serves
<b>For our Website</b>					
ASPSESSIONID*	.soloprotect.com	Session	Server—Session state	Strictly Necessary – This is used to keep track of the user's current session state.	SoloProtect
BizoID	.ads.linkedin.com	179 days	HTTP Cookie	Targeting/Advertising – This is used for analysis of ads placed by LinkedIn.	Linked In
IDE	.doubleclick.net	1 year	HTTP Cookie	Targeting/Advertising – This is used by Google DoubleClick to register and report the website user's actions in order to measuring the efficacy of an ad and to better provide targeting ads to the user.	Google
UserMatchHistory	.ads.linkedin.com	179 days	HTTP Cookie	Targeting/Advertising – This is used for analysis of ads placed by LinkedIn.	Linked In
__atuvc	.soloprotect.com	2 years	HTTP Cookie	Analytical/Performance – This is used by the social media sharing plugin, AddThis, to make sure the user sees an updated share count once they have shared a page.	AddThis
__atuvs	.soloprotect.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of social networking and sharing platforms.	AddThis
_ga	.soloprotect.com	2 Years	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on visitors using the Website.	Google Analytics
_gat	.soloprotect.com	Session	HTTP Cookie	Strictly Necessary – this is used by Google Analytics to ensure the stable operation of their statistical analytics services.	Google Analytics
_gat_UA-49326705-1	.soloprotect.com	Session	HTTP Cookie	Strictly Necessary – this is used by Google Analytics to ensure the stable operation of their statistical analytics services.	Google Analytics

_gid	.soloprotect.com	Session	HTTP Cookie	Analytical/Performance - this is used to generate statistical data on visitors using the Website.	Google Analytics
bcookie	.linkedin.com	2 years	HTTP Cookie	Tracking/Advertising - Used by the social networking service, LinkedIn, for tracking the use of embedded services.	LinkedIn
gwcc	www.soloprotect.com	3 Months	HTTP Cookie	Tracking/Advertising - Used to track visitors who arrive having clicked an advert via Google Adwords.	Google Adwords
lang	.ads.linkedin.com	2 years	HTTP Cookie	Functional - Helps to determine the language settings of the user's browser, to better serve relevant information in the right language.	LinkedIn
lang	cdn.syndication.twimg.com	2 years	HTTP Cookie	Functional - Helps to determine the language settings of the user's browser, to better serve relevant information in the right language.	Twitter
lidc	.linkedin.com	Session	HTTP Cookie	Tracking/Analytics - Used by the social networking service, LinkedIn, for tracking the use of embedded services.	LinkedIn
loc	.addthis.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of social networking and sharing platforms.	AddThis
mus	.addthis.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of social networking and sharing platforms.	AddThis
oid	.addthis.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of social networking and sharing platforms.	AddThis

uid	.addthis.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of networking and sharing platforms.	AddThis
uk-enabled	.soloprotect.com	1 Year	HTTP Cookie	Functional – This cookie is used to remember your default territory so you hit the correct landing page on our Website.	SoloProtect
uvc	.addthis.com	2 years	HTTP Cookie	Functional - This cookie is required for the AddThis social media plugin we have embedded within our Website enabling you to share our content with a range of networking and sharing platforms.	AddThis
bku	.bluekai.com	8 Months	HTTP Cookie	Tracking/Advertising - this cookie allows various websites to aggregate anonymous activities and enables marketers to provide more targeted online advertising.	BlueKai
bkdc	.bluekai.com	8 Months	HTTP Cookie	Tracking/Advertising – this cookie allows various websites to aggregate anonymous activities and enables marketers to provide more targeted online advertising.	BlueKai
<b>For our Insights Platform</b>					
SP.NET_SessionId	ukinsights.soloprotect.com	Session	HTTP Cookie	Strictly Necessary – we use this cookie to allow you to access secure areas of Insights, to remember you are logged-in, keep you logged-in and to time you out after a set period of inactivity.	SoloProtect
_RequestVerificationToken	ukinsights.soloprotect.com	Session	HTTP Cookie	Strictly Necessary – we use this cookie to authenticate your access and to ensure access to Insights remains secure.	SoloProtect

_ga	.soloprotect.com	Session	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on visitors using Insights.	Google Analytics
_gat_gtag_UA_49326705_3	.soloprotect.com	Session	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on visitors using Insights.	Google Analytics
_gid	.soloprotect.com	Session	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on visitors using Insights.	Google Analytics
_hjClosedSurveyInvites	.soloprotect.com	1 year	HTTP Cookie	Functional – this ensures that Insights visitors do not receive multiple invites to the same Customer feedback survey.	Hotjar Ltd.
_hjDonePolls	.soloprotect.com	1 year	HTTP Cookie	Functional – this ensures Insights visitors do not receive multiple invites to the same survey poll.	Hotjar Ltd.
_hjMinimizedPolls	.soloprotect.com	1 year	HTTP Cookie	Functional – this is used to ensure that when an Insights visitor minimizes a poll, it does not reappear.	Hotjar Ltd.
_hjDoneTestersWidgets	.soloprotect.com	1 year	HTTP Cookie	Functional – this ensures that Insights visitors do not receive multiple invites to User Test a feature.	Hotjar Ltd.
_hjMinimizedTestersWidgets	.soloprotect.com	1 year	HTTP Cookie	Functional – this is used to ensures that when an Insights visitor minimizes a User Testing invite, it does not reappear.	Hotjar Ltd.
_hjIncludedInSample	.soloprotect.com	1 year	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on visitors using Insights.	Hotjar Ltd.
_hjShownFeedbackMessage	.soloprotect.com	1 year	HTTP Cookie	Functional – this is used to ensure that when an Insights visitor minimizes or completes a Customer feedback request, it does not reappear.	Hotjar Ltd.
_hjUUID	.soloprotect.com	1 year	HTTP Cookie	Analytical/Performance – this is used to generate statistical data on how visitors interact any use Insights. It works by anonymizing Insights visitors by creating a random user ID	Hotjar Ltd.



				and only generating statistical data by reference to that ID.	
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