

Claranet

Cookie Notice



1. What is this notice about?

This Cookie Notice explains how we use “cookies” and similar technologies (such as “web beacons,” “pixels” or “tags”) on the Claranet Limited website at www.claranet.com (“Site”) or in our emails (“Service”). It is designed to assist you in making informed decisions when using our Service. Please take a moment to read and understand this Cookie Notice. This Cookie Notice should also be read in conjunction with our Privacy Policy and our Claranet Master Services Agreement.

2. When do we use Cookies or similar technologies?

- 2.1. For the purposes of the remaining sections of this Cookie Notice, we refer to all cookies and similar technologies using the above features as “cookies”.
- 2.2. We use “first party cookies” and “third party cookies” in connection with our Service. First party cookies are cookies placed by us to collect information about you. Third party cookies are cookies placed by third party website operators. Information about you collected by those third party cookies will be shared with the relevant third party. Please refer to the relevant third party website operator’s privacy notice for more details about the information they collect and how they use it.
- 2.3. You should be aware that applications you use to access our Site, such as your website browser, may also place cookies on your device when visiting our Site, or other websites. An example of this would be where you sign in to Google Chrome using a Google Account (see Section 6 below). We do not have control over these third party cookies, so you will need to manage these cookies in the settings of the relevant applications.
- 2.4. For more details on cookies and similar technologies, please visit All About Cookies.

2.5. The purpose of cookies

Cookies help us to improve our Site and to deliver a better and more personalised service. They enable us to carry out a number of activities, including:

- a) to estimate our audience size and usage pattern;
- b) to store information about your preferences, and so allow us to customise our Site according to your individual interests; and
- c) to understand how you interact with and respond to certain content on a webpage[and email];
- d) to speed up your searches;
- e) to recognise you when you return to our Site.

3. What type of Cookies do we use?

3.1. We use the following types of cookies:

- a) **Necessary Cookies:** these essential cookies are those cookies which a website could not operate without. Necessary cookies include cookies such as login cookies.
- b) **Performance Cookies:** these along with other information, allow websites to calculate the aggregate number of people using a website and which features of a website are most popular. This information is generally used to improve the website and the way visitors are able to move around it.
- c) **Functional Cookies:** these cookies recognise you when you return to a website, remember your preferences and provide enhanced, more personalised features. These cookies also help to provide you with content relevant to your locale, for example allowing you to see the Site in your preferred language.
- d) **Advertising Cookies:** these cookies help us to deliver our adverts when you visit other websites, such as news websites. This is known as 'retargeting'. This technique helps to ensure that the ads you receive are more relevant to you and your interests. These cookies help to measure the effectiveness of an ad (for example, by reporting whether you have clicked on it) and can also limit the number of times that you see an ad (for example, if you see it twice but don't click on it, you may not see it again). These cookies are usually placed by advertising networks that we and other advertisers work with to deliver ads. They remember that you have visited a website and this information is shared with other ad networks to show you relevant ads.
- e) To see which individual cookies we use on our Site, and the purposes for which they are used, please click on the link for "Manage Cookie Preferences" at the bottom of the page where you can review and manage your cookie consent preferences.

3.2. How long do Cookies last?

Two types of cookies may be used on our Site:

- a) **Session cookies:** these are temporary cookies that remain in the cookie file of your browser until you leave the Site; and
- b) **Persistent cookies:** these remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie as set out in our Cookie settings).

3.3. Is consent needed to use Cookies?

- a) **Non-essential Cookies** – We may only store and access non-essential cookies on your device with your permission. You are not obliged to give consent to our use of non-essential cookies. If you do give your consent and then change your mind, you can block or delete them (see Section 5 below).
- b) **Essential Cookies** – Please note that we do not need your consent to store and access essential cookies on your device, although you can still block or delete them (see Section 6 below).

3.4. Third party advertisements

We may use a third party to serve advertisements on our Site. Cookies may be associated with these advertisements to enable the advertiser to track the number of anonymous users responding to the campaign. We do not have access to the data collected via cookies placed by third parties.

3.5. Third party internet sites

Please note that our Site may link to third party websites which are not operated by us. Third party internet sites that you can link to from Claranet's websites are not covered by our privacy policy, so we urge you to be careful when you enter any personal information online. Claranet accepts no responsibility or liability for these sites.

4. What about Google Chrome or other browser cookies?

Separately to our use of Google Analytics cookies, when you access the Site via Google applications such as Google Chrome, Google may collect user information for the purpose of Google serving personalised advertising across your devices. Google is able to place these advertising cookies on the devices used by visitors to the Site because we use Google services to run the Site. However these cookies are dropped for Google's own purposes and as such we do not have any control over how or when they are dropped. You will need to opt out of receiving these cookies via your Google settings. For further information about these cookies please see: <https://policies.google.com/technologies/types?hl=en-US>. Please note that other browsers may use similar tools.

5. Deactivating cookies

- 5.1. There are various ways that you can manage your cookie preferences, but please be aware that in order to use some parts of our Site you will need to allow certain essential or functional cookies. If you block or subsequently delete those cookies, some aspects of our Site may not work properly and you may not be able to access all or part of our Site.
- 5.2. Your options for managing your cookie preferences are set out below:
 - a) Through the "Manage Cookie Preferences" link on our Site:
 - i. When you access our Site, we will ask you to provide consent for our use of non-essential cookies. We may repeat this request on subsequent visits to our Site, for example if you delete cookies from your browser or we need to request new consents from you.
 - ii. When we seek your consent, you will either be able to provide consent for all non-essential cookies that we would like to use, or you can tailor your cookie preferences (provide consent for some but not all non-essential cookies) by clicking on "Manage Cookie Preferences". You can also change your preferences and/or withdraw consent at any time by clicking on this link.
 - iii. Just as a reminder, where cookies are essential to the operation of our Site, we can use these without your consent and they cannot be changed by using the "Manage Cookie Preferences".

b) Using your browser settings or other tools

- i. You can block the use of cookies generally (not just in respect of our Site) by activating the relevant settings in your browser. For more information on cookie management and blocking or deleting cookies for a wide variety of browsers, visit All About Cookies.
- ii. Further, if you do not want to be tracked by Google Analytics, you can install the Google Analytics opt-out browser add-on (but this will only work on certain browsers). For further information on Google Analytics and its use of cookies, please consult the Google Analytics cookie policy.
- iii. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log onto our Site.

6. What technologies are used in emails?

- 6.1. Please note that any emails you receive from us may contain cookies to help us to see if recipients have opened an email and understand how recipients have interacted with it. Once you click on an email that contains a cookie, your contact information may subsequently be cross-referenced to the source email and/or the relevant cookie. If you have enabled images, cookies may be set on your computer or mobile device. Cookies will also be set if you click on any link within the email.
- 6.2. If you do not wish to accept cookies from any one of our emails, simply close the email before downloading any images or clicking on any links. You can also set your browser to restrict cookies or to reject them entirely. These settings will apply to all cookies whether included on websites or in emails.
- 6.3. In some instances, depending on your email or browser settings, cookies in an email may be automatically accepted (for example, when you've added an email address to your address book or safe senders list). Please refer to your email browser or device instructions for more information on this.

7. Does this notice change?

We may update our Cookie Notice from time to time. This might be for a number of reasons, such as to reflect a change in the law or to accommodate a change in our business practices and the way we use cookies. We recommend that you check here periodically for any changes to our Cookie Notice.

8. Contact

Questions, comments and requests regarding this cookie notice are welcomed and should be addressed to Claranet Limited, 110 High Holborn, London, England, WC1V 6JS or by email at privacy@uk.clara.net