

Cookies Policy

We use in our site <https://www.custom-gateway.com/> ("Site") cookies and similar files or technologies to automatically collect and store information about your computer, device, and Site usage, in order to improve their performance and enhance your user experience. We use the general term "**cookies**" in this policy to refer to these technologies and all such similar technologies that collect information automatically when you are using our Site where this policy is posted. You can find out more about cookies and how to control them in the information below.

If you do not accept the use of these cookies, please disable them using the instructions in this cookie policy or by changing your browser settings so that cookies from this Site cannot be placed on your computer or mobile device. Important: disabling cookies on this Site may seriously cripple the user experience and other features on the Site, to the point of rendering them useless.

In this Cookies Policy, we use the term Custom Gateway (and "**we**", "**us**" and "**our**") to refer to Custom Gateway Ltd. Our Privacy Policy is available at <https://www.custom-gateway.com/privacy-policy/>

What is a cookie?

Cookies are computer files containing small amounts of information which are downloaded to your computer or mobile device when you visit a website. Cookies can then be sent back to the originating website on each subsequent visit, or to another website that recognizes that cookie. Cookies are widely used in order to make websites work, or to work more efficiently, as well as to provide information to the owners of the website.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience. Cookies may tell us, for example, whether you have visited our Site before or whether you are a new visitor.

There are two broad categories of cookies:

- **First party cookies**, served directly by us to your computer or mobile device.
- **Third party cookies**, which are served by a third party on our behalf. We use third party cookies for functionality, performance / analytics, marketing, unclassified and social media purposes. The third-party cookies are outside of our control. The third parties may, at any time, change their terms of service, purpose and use of cookies, etc. See below additional information on how to manage such cookies.

Cookies can remain on your computer or mobile device for different periods of time. Some cookies are 'session cookies', meaning that they exist only while your browser is open. These are deleted automatically once you close your browser. Other cookies are 'permanent cookies', meaning that they survive after your browser is closed. They can be used by websites to recognize your computer when you open your browser and browse the Internet again.

Web beacons:

Cookies are not the only way to recognize or track visitors to a website. We may use other, similar technologies from time to time, like web beacons (sometimes called "tracking pixels" or "clear gifs"). These are small graphics files that contain a unique identifier that enable us to recognize when someone has visited our website. This allows us, for example, to monitor the traffic patterns of users from one page within our website to another, to deliver or communicate with cookies, to understand

whether you have come to our website from an online advertisement displayed on a third party website, to improve website performance and to measure the success of email marketing campaigns. In most instances, these technologies are reliant on cookies to function, and therefore declining cookies prevents them from functioning.

If you don't want your cookie information to be associated with your visits to these pages, you can set your browser to turn off cookies as described further below. If you turn off cookies, web beacon and other technologies will still detect your visits to our Site; however, they will not be associated with information otherwise stored in cookies.

Targeted advertising

Third parties may drop cookies on your computer or mobile device to serve advertising through our website. These companies may use information about your visits to this and other websites in order to provide relevant advertisements about goods and services that you may be interested in. They may also employ technology that is used to measure the effectiveness of advertisements. The information collected through this process does not enable us or them to identify your name, contact details or other personally identifying details unless you choose to provide these to us.

How do we use cookies?

We use cookies to:

- track traffic flow and patterns of travel in connection with our Site;
- understand the total number of visitors to our Sites on an ongoing basis and the types of internet browsers (e.g. Chrome, Firefox, Safari, or Internet Explorer) and operating systems (e.g. Windows or Mac) used by our visitors;
- monitor the performance of our Site and to continually improve it; and
- customize and enhance your online experience.

What types of cookies do we use?

The types of cookies used by us in connection with the Site can be considered 'essential website cookies', 'functionality cookies', 'analytics and performance cookies', 'marketing' and 'unclassified'. We've set out some further information below, and the purposes of the cookies we set in the following table.

1. Cookies necessary for essential website purposes

These cookies are essential to provide you with services available through this Site and to use some of its features, such as access to secure areas. Without these cookies we will not be able to provide services that you require, such as transactional pages and secure login accounts.

Purpose	Expiry	Source	Cookie name
This cookie is necessary for the login function on the Site	Session	Zoho	_zcsr_tmp
This cookie is necessary for the login function on the Site	Session	Zoho	_zcsr_tmp
This cookie is necessary for the login function on the Site	Session	Zoho	_zcsr_tmp

--	--	--	--

2. Functionality Cookies

These cookies record information about choices you've made and allow us to tailor the website to you. These cookies allow us to provide you with our services in the way in which you have required, as you continue to use or come back to our Site. For example, these cookies allow us to:

- Save your location preference if you have set your location on the homepage in order to receive a localized information;
- Remember settings you have applied, such as layout, text size, preferences, and colors;
- Show you when you are logged in; and
- Store accessibility options.

Purpose	Expiry	Source	Cookie name
Remembers the user's selected language version of the Site	Session	Linkedin	lang
Identifies the visitor across devices and visits, in order to optimize the chat-box function on the Site	Session	Zoho	LS_CSRF_TOKE N
Identifies the visitor across devices and visits, in order to optimize the chat-box function on the Site	Session	Zoho	LS_CSRF_TOKE N

3. Performance / Analytics Cookies

We use performance/analytics cookies to analyze how the website is accessed, used, or is performing. We do this in order to provide you with a better user experience and to maintain, operate and continually improve the website. For example, these cookies allow us to:

- Better understand our website visitors so that we can improve how we present our content;
- Test different design ideas for particular pages, such as our homepage;
- Collect information about Site visitors such as where they are located and what browsers they are using;
- Determine the number of unique users of the website;
- Improve the website by measuring any errors that occur; and

- Conduct research and diagnostics to improve product offerings.

Purpose	Expiry	Source	Cookie name
Registers a unique ID that is used to generate statistical data on how the visitor uses the website	2 Years	Google Analytics	_ga
Used by Google Analytics to throttle request rate	1 Day	Google Analytics	_gat
Registers a unique ID that is used to generate data on how the visitor uses the website	1 Day	Google Analytics	_gid
This cookie is used to count how many times the Site has been visited by different visitors – this is done by assigning the visitor an ID, so the visitor does not get registered twice	1 Day	Hotjar	_hjAbsoluteSessionInProgress
This cookie is used to determine if the visitor has visited the Site before, or if it is a new visitor on the Site	1 Day	Hotjar	_hjFirstSeen
Sets a unique ID for the session. This allows the Site to obtain data on visitor behaviour for statistical purposes	1 Year	Hotjar	_hjid
Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes	Persistent	Hotjar	_hjid
Used to detect whether the user navigation and interactions are included in the Site's data analytics	1 Day	Hotjar	_hjIncludedInPageviewSample
Registers statistical data on the user's behaviour on the Site. Used for internal analytics by the Site operator	Session	Hotjar	_hjTLDTTest
Used in connection with data-synchronization with third-party analysis service	29 Days	LinkedIn	AnalyticsSyncHistory
Sets a unique ID for the session.	Persistent	Zoho	siqIsdb

This allows the Site to obtain data on visitor behaviour for statistical purposes			
Registers data on the visitors' website-behaviour. This is used for internal analysis and Site optimization	Persistent	Zoho	utsdb

4. Marketing

We use marketing cookies to deliver many types of targeted digital marketing.. We do this in order to provide you with a better user experience and to maintain, operate and continually improve the website. The cookie store user data and behavior information, which allows advertising services to target audience according to variables. For example, these cookies allow us to:

- Observe the site performance and generate retargeting (Site retargeting, search retargeting, etc).
- Maintain and improve the website and our products

Purpose	Expiry	Source	Cookie name
Collects information on user preferences and/or interaction with web-campaign content – This is used on CRM-campaign-platform used by website owners for promoting events or products	Session	Zoho	b3e783bb62
Collects information on user preferences and/or interaction with web-campaign content – This is used on CRM-campaign-platform used by website owners for promoting events or products	Session	Zoho	b3e783bb62
Used by the social networking service, LinkedIn, for tracking the use of embedded services	2 Years	LinkedIn	bcookie
Collections information on user preferences and/or interaction with web-campaign content – This is used on CRM-campaign-platform used by website owners for promoting events or products	Session	Zoho	crmcsr
Collects information on user	Session	Zoho	d18efd344f

preferences and/or interaction with web-campaign content – This is used on CRM-campaign-platform used by website owners for promoting events or products			
Used to send data to Google Analytics about the visitor’s device and behaviour. Tracks the visitor across devices and marketing channels	29 Days	Zoho	gclid
Used by Google DoubleClick to register and report the website user’s actions after viewing or clicking one of the advertiser’s ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user	1 year	https://www.custom-gateway.com/	IDE
Set by LinkedIn when a web page contains embedded “Follow us” panel	Session	LinkedIn	lang
Used by the social networking service, LinkedIn, for tracking the use of embedded services	1 Day	LinkedIn	lidc
Used to check if the user’s browser supports cookies	1 Day	https://www.custom-gateway.com/	test_cookie
Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor’s preferences	29 Days	LinkedIn	UserMatchHistory
Tries to estimate the users’ bandwidth on pages with integrated YouTube videos	179 Days	https://www.custom-gateway.com/	VISITOR_INF O1_LIVE
Registers a unique ID to keep statistics of what videos from YouTube the user has seen	Session	https://www.custom-gateway.com/	YSC
Stores the user’s video player preferences using embedded YouTube video	Session	youtube.com	yt-remote-cast-installed
Stores the user’s video player preferences using embedded	Persistent	https://www.custom-gateway.com/	yt-remote-connected-

YouTube video			devices
Stores the user’s video player preferences using embedded YouTube video	Persistent	https://www.custom-gateway.com/	yt-remote-device-id
Stores the user’s video player preferences using embedded YouTube video	Session	https://www.custom-gateway.com/	yt-remote-fast-check-period
Stores the user’s video player preferences using embedded YouTube video	Session	https://www.custom-gateway.com/	yt-remote-session-app
Stores the user’s video player preferences using embedded YouTube video	Session	https://www.custom-gateway.com/	yt-remote-session-name

5. Unclassified

Purpose	Expiry	Source	Cookie name
Unclassified	Session	Zoho	5ad188d5f9
Unclassified	2 Years	Zoho	sales1.customgatewayltd-_zldp
Unclassified	2 Years	Zoho s	sales1.customgatewayltd-_zldt

How to control or delete cookies

Most browsers allow you to change your cookie settings. These settings will typically be found in the “options” or “preferences” menu of your browser. In order to understand these settings and learn how to use them, please consult the “Help” function of your browser, or the documentation published online for your particular browser type and version.

However, please note that if you choose to refuse cookies you may not be able to use the full functionality of our Site.

The following pages have information on how to change your cookies settings for the different browsers:

- [Cookie settings in Chrome](#)
- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Safari](#) and [iOS](#)

Third Party Websites' Cookies

When using our website, you may be directed to other websites for such activities as surveys, to make payment in currency other than U.S. dollars, or for job applications. These websites may use their own cookies. We do not have control over the placement of cookies by other websites you visit, even if you are directed to them from our website.

If you use the buttons that allow you to share products and content with your friends via social networks like Google, Twitter and Facebook, these companies may set a cookie on your computer memory. Find out more about these here:

<https://www.facebook.com/about/privacy>
<http://twitter.com/privacy>
<http://www.google.com/intl/en-GB/policies/privacy>
<https://www.redditinc.com/policies/privacy-policy>
<https://www.linkedin.com/legal/privacy-policy>
<https://www.whatsapp.com/legal/privacy-policy>
<https://www.tumblr.com/privacy>
<https://policy.pinterest.com/en-gb/privacy-policy>
https://m.vk.com/privacy?api_view=1&cc=CN&lang=en

Need More Information?

If you would like to find out more about cookies and their use on the Internet, you may find the following link useful:

- [All About Cookies](#)

Cookies that have been set in the past

If you have disabled one or more Cookies, we may still use information collected from cookies prior to your disabled preference being set, however, we will stop using the disabled cookie to collect any further information.

Contact us

If you have any questions or comments about this cookies policy, or privacy matters generally, please contact us via email at info@custom-gateway.com.