NOVOSERVE

Cookie Statement Novoserve

What are cookies?

Cookies are little (text) files which are stored on your computer. Your web browser stores these cookies when you visit our **Website**: www.novoserve.com. These cookies will be retrieved when you visit our Website again. This allows us to recognise you as a previous visitor.

Why do we use cookies?

By using cookies, we can see how our Website is used and how we can optimize our Website and services. Cookies are also helpful to make the Website quick and safe. In addition, cookies by us or by third parties can be used to show you relevant advertisements based on your interests. See the table below for the specific purposes of each cookie we use.

Which cookies do we use?

<u>FUNCTIONAL COOKIES</u>

We have a legitimate interest to use the personal data collected via these cookies, namely to make our Website work properly and securely.

	NAME(S)	FUNCTION/PURPOSE	RETENTION PERIOD
NovoServe	cookietest	This cookie is used to determine if the visitor has accepted the cookie consent box.	Session
Hubspot	Embed/v3/counters.gif	Used to implement the forms on our Website.	Session

Please consult this <u>Hubspot Policy</u> for more information.			
Linkedin Please consult this <u>Linkedin Policy</u> for more information.	li_gc	Used to store the user's cookie consent state for the current domain.	2 years
Google Please consult this <u>Google Policy</u> for more information.	_GRECAPTCHA	This cookie is used to distinguish between humans and bots.	179 days
		This cookie is used to distinguish between humans and bots.	Session
Google Please consult this <u>Google Policy</u> for more information.	test_cookie	Used to check if the user's browser supports cookies.	1 day
NovoServe	crisp-client%2Fsession%2F# GUID# (6 months)	Used to enable our LiveChat.	6 months
NovoServe	crisp-client/domain-detect/ #	Used to enable our LiveChat.	Session
NovoServe	WHMCSy551iLvnhYt7	Used to enable login in our Client Portal.	Session

ANALYTICAL/STATISTICAL COOKIES

We ask for your consent to use these cookies. You may always withdraw your consent. You can do this via www.novoserve.com/?withdrawCookies.

	NAME	FUNCTION/PURPOSE	RETENTION PERIOD
Novoserve	_ga	Registers a unique ID that is used to generate statistical data on how visitors use the Website via Google Analytics.	2 years
	_gat	Used by Google Analytics to throttle request rate.	1 day
	_gid	Registers a unique ID that is used to generate statistical data on how visitors use the Website via Google Analytics.	1 day
Please consult this Linkedin Policy for more information.	AnalyticsSyncHistory	Used in connection with data-synchronization with third-party analysis service.	29 days

TRACKING COOKIES

We ask for consent to use these cookies. You may always withdraw your consent. You can do this via www.novoserve.com/?withdrawCookies.

	NAME	FUNCTION/PURPOSE	RETENTION PERIOD
Consult this Linkedin Policy for more information.	bcookie bscookie	Used by the social networking service, LinkedIn, for tracking the use of embedded services.	2 years
	lang	Set by LinkedIn when a web page contains an embedded "Follow us" panel.	Session
	lidc	Used by the social networking service, LinkedIn, for tracking the use of embedded services.	1 day
	UserMatchHistory	Ensures visitor browsing-security by preventing cross-site request forgery.	29 days
Google Consult this Google Policy for more information.	IDE	Used by Google DoubleClick to register and report the user's actions after viewing or clicking on 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

Google Consult this Google Policy for more information.	pagead/1p-user-list/#	Tracks if the user has shown interest in specific products or events across multiple websites and detects how the user navigates between sites. This is used for measurement of advertisement efforts and facilitates payment of referral-fees between websites.	Session

Can I delete the cookies?

Yes, you may delete the cookies yourself in your internet browser.
If you don't want cookies to be send to your device at all, you may change this via the cookie settings in your internet browser. Please keep in mind that some of the functions and services on the Website might not function (as good) without cookies.

Amendments to this Cookie Statement

This Cookie Statement may be amended from time to time. The most recent version of this Cookie Statement applies. We advise you to read this Cookie Statement regularly to see if there are any changes.

Novoserve B.V.	**NovoServe LLC**
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W: www.novoserve.com	**W:** www.novoserve.com
Chamber of Commerce: 59844299	**Company Registration:** 11037037

Cookie Banner

We use functional cookies to ensure the proper functioning of our Website www.novoserve.com and keep our Website quick and safe. By using analytical cookies, we can see how our Website is used and how we can optimize our Website and services. Tracking cookies by us or by third parties can be used to show you relevant advertisements based on your interests. For more information about these cookies, you can read our Cookie Statement www.novoserve.com/legal-nl.

☒ *Functional cookies*

☐ *Analytical/statistical cookies*

☐ *Tracking cookies*

Internal instructions:

- Under the privacy legislation, separate consent must be requested for each type of processing. In this case, separate consent for analytical and tracking cookies applies.

- The checkboxes for analytical and tracking cookies may not be ticked in advance. The Website visitor must do this him or herself. Otherwise, the consent is not considered active and unambiguous (this is required for valid consent). Make sure that consent is logged, so that you have proof that consent was actually given.

- The checkbox for functional cookies may be ticked in advance, because consent is not required for this type of cookie.

- The analytical and tracking cookies may only be placed on the device of the visitor after consent has been given (and therefore not immediately when the Website is opened). In practice, this often goes wrong.

- Data subjects (i.e. Website visitors) may withdraw their consent at any time. Make sure that a data subject is able to withdraw his/her consent (by including a link to the Cookie Settings in the Cookie Statement for example, see above) and that when a data subject has withdrawn his/her consent - this is actually processed in the back end.