

MANIGO SERVICES LTD

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# Cookies Policy

London, UK

*May 2022*

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Manigo Services Ltd (“we”, “our”, “us”) website uses cookies.

## What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent **back to the originating website on each** subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user’s device.

You can find more information about cookies at:

- [www.allaboutcookies.org](http://www.allaboutcookies.org)
- [www.youronlinechoices.eu](http://www.youronlinechoices.eu)

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

The cookies used on this website have been categorised based on the categories found in the International Chamber of Commerce (“ICC”) UK Cookie guide. A list of all the cookies used on this website by category is set out below.

## Categories of cookie we use

The categories of cookies we use are:

- (1) **‘strictly necessary’ cookies**: these cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. **This category cannot be disabled.**
- (2) **‘analytical’ / ‘performance’ cookies**: these cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies do not collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works. **By using our website, you agree that we can place these types of cookies on your device.**
- (3) **‘functionality’ cookies**: these cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites. **By using our website, you agree that we can place these types of cookies on your device.**

List of cookies in use on this website:

Cookie name	Cookie role	Cookie domain	Duration
_fw_crm_v	Used to track Visitor/User identity and chat sessions performed by the User	<a href="https://www.manigo.com/">https://www.manigo.com/</a>	1 year
__zlcmid	Store visitor's ID for widget's authentication	<a href="https://www.manigo.com/">https://www.manigo.com/</a>	1 year

However, Freshdesk Messaging widget is implemented as an iframe embedded into the code of our website and it is setting multiple cookies (including analytical & tracking).

Cookie name	Cookie role	Cookie domain	Duration
growSumoPartnerKey	Used to store PartnerStackJS partner key (unique identifier). This is 3rd Party cookie of our 3rd Party.	<a href="https://www.freshchat.com/">.freshchat.com</a>	90 days
_fbp	Facebook's Marketing/Tracking cookie to store and track visits across websites.	<a href="https://www.freshchat.com/">.freshchat.com</a>	90 days
_gid	Google Analytics's statistics cookie to store and count pageviews.	<a href="https://www.freshchat.com/">.freshchat.com</a>	1 day
_ga	Google Analytics's statistics cookie to store and count pageviews.	<a href="https://www.freshchat.com/">.freshchat.com</a>	2 years

_gcl_au	Google AdSense's Marketing/Tracking cookie to store and track conversions.	<a href="https://www.freshchat.com">.freshchat.com</a>	persistent
zarget_user_id	This cookie is provided by Zarget and it is used for user identification	<a href="https://www.freshchat.com">.freshchat.com</a>	1 year
zarget_visitor_info	This cookie is provided by Zarget and it is used for identifying variations	<a href="https://www.freshchat.com">.freshchat.com</a>	1 year
Dynamic cookie name (?) eg: 435a2e45-20e0-4a56-8d0f-d2ab5163b956	unknown purpose	<a href="https://www.freshchat.com">.freshchat.com</a>	1 year

\*Google Analytics cookie. For more detailed information, please refer to the following website: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>.

## Setting your cookie preferences

You can control how cookies are placed on your device from within your own browser. You can also delete existing cookies from your browser. However, refusing and/or deleting cookies may mean some sections of our site will not work properly.

## How to contact us

If you have any cookie related questions, please contact us at [compliance@manigo.com](mailto:compliance@manigo.com).