

GoHenry Cookies Policy

Last updated: 9th January 2025

For the purposes of this Cookies Policy, “we”, “us” and “our” means, collectively, GoHenry Limited which is registered with the UK Information Commissioner’s Office under the number Z2942623 (“GoHenry Limited”). You can find additional information on how we protect your privacy in our privacy policy which is applicable to our website www.gohenry.com/uk (“Website”), applications for mobile phones or any other devices, communications, services and all related websites, data storage and tools (“Services”). We use cookies and similar files or technologies, such as pixel tags, to store information or gain access to information stored on your device or equipment. You can find out more about cookies and similar technologies, and how we use them, in the information set out below.

We only use non-essential cookies with your consent. You can choose which cookies you accept at any time here or by changing the settings in your browser as described in this policy.

1. What is a cookie?

Cookies are small text files that uniquely identify your browser or device. The cookie file is stored on your browser. When you return to that website (or visit websites that use the same cookies) these websites recognize the cookies and your browsing device. Cookies therefore allow us to distinguish you from other users of our Website and allow us to tailor our content to you.

We also use technologies which are similar to cookies such as pixel tags, web beacons, HTML5 local storage and mobile device IDs. Pixels are small portions of code which we use on our Website. We use pixels to learn whether you have clicked on certain web content. This helps us measure and improve our Services and personalize your experience.

2. Categories of cookies

Cookies do many different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience. Cookies can tell us, for example, whether you have visited our Website before or whether you are a new visitor. They can also help to ensure that adverts you see online are more relevant to you and your interests.

There are different categories of cookies, including:

- **First-party cookies**
First party cookies, which are served directly by us to your computer or device.
- **Third-party Cookies**
Third-party cookies, which are served by a third party on our behalf. We use third party cookies for functionality, performance/analytics, advertising and social media purposes.

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 our Website to recognise your computer when you open your browser and browse the Internet again.

3. What types of cookies do we use and how do we use them?

The types of cookies and similar technologies used by us and our partners in connection with the Website can be classified into one of four categories, namely 'essential cookies', 'functionality

cookies', 'analytics and performance cookies', and 'targeting cookies'. Cookies do a lot of different tasks to ensure you enjoy your visit to our Website, for example, they are used to remember your preferences on sites you visit, to help you navigate between pages more efficiently and to make sure the adverts you see on our Website are relevant to you and your interests. We have set out some further information about each category, and the purposes of the cookies we and third parties set in the following table.

Cookie domain	Cookie name	What it does and what data it processes	Duration of cookie	First or Third party cookie	How to Control Cookies
Cookies necessary for essential services					
gohenry.com	__cf_bm; promotion; -test-amp-cookie-tmp	These are cookies that are required for the operation of our Services such as cookies that enable you to log in to secure areas of our Services.	Deleted after one day	First	Please see the instructions set out in 'How to control cookies' below.
gohenry.my.salesforce.com	CookieConsentPolicy; LSKey-c\$CookieConsentPolicy		Deleted after one year	Third	
salesforce.com	BrowserId_sec; BrowserId		Deleted after one year	Third	
d.la1-c1-lo2.salesforceliveagent.com	X-Salesforce-CHAT		Deleted after one day	Third	
d.la1-c1-lo3.salesforceliveagent.com	X-Salesforce-CHAT		Deleted after one day	Third	
Functionality Cookies					
cdn.pdst.fm	__pdst	These are cookies that are used to recognise you when you return to our Services. They enable us to personalise our content for you (e.g. to remember your preference settings).	Deleted after one year	Third	Please see the instructions set out in 'How to control cookies' below.
signup.gohenry.com	_pin_unauth		Deleted after one year	First	
gohenry.com	_pin_unauth;		Deleted after one year	First	
app.gohenry.com	_pin_unauth		Deleted after one year	First	
vimeo.com	vuid; __cf_bm		Deleted after two years	Third	
Performance / Analytics Cookies					
gohenry.com	_gclxxx; _uetvid; AMP_TOKEN; __adal_id; _gid; _pk_ses*; _gat; _gat_UA-nnnnnnnn-nn; _ga; __pdst; __adal_cw; _pk_id*; __adal_ca; _ga_57SB48PYXH; __adal_ses; __mp_opt_in_out_09e5ea77e149e559838c4fb838e89e35; mp_09e5ea77e149e559838c4fb838e89e35_mixpanel; __adal	These are cookies that allow us to understand how people use our Services so that we can improve them such as cookies that help us see how visitors move around our website when they are using it.	Deleted after two years	First	Please see the instructions set out in 'How to control cookies' below.
cdn4.mxpnl.com	mp_09e5ea77e149e559838c4fb838e89e35_mixpanel		Deleted after one year	Third	
app.gohenry.com	_pk_ses*; __pdst; _pk_id*; mp_09e5ea77e149e559838c4fb838e89e35_mixpanel		Deleted after one year	First	
nr-data.net	JSESSIONID		Session Only	Third	

sp.gohenry.com	mp_09e5ea77e149e559838c4fb838e89e35_m ixpanel		Deleted after one year	First	
signup.gohenry.com	_pk_ses*; __pdst; __pk_id*; mp_09e5ea77e149e559838c4fb838e89e35_m ixpanel		Deleted after one year	First	
Targeting Cookies					
dynamic.criteo.com	criteo_write_test	These are cookies that record your visit to our Services, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests.	Deleted after one day	Third	Please see the instructions set out in 'How to control cookies' below.
p.teads.tv	tfpai; tfpsi		Deleted after one day	Third	
ct.pinterest.com	__pinterest_ct_ua		Deleted after one year	Third	
tiktok.com	__ttp		Deleted after 389 days	Third	
dnacdn.net	browser_data		Deleted after 389 days	Third	
.yahoo.com	A3		Deleted after one year	Third	
.analytics.yahoo.com	IDSYNC		Deleted after one year	Third	
id5-sync.com	Cf; cnac; cip; gdpr; callback; car		Deleted after one day	Third	
gohenry.com	__uetsid; cto_tld_test; __gat_gtag_xxxxxxxxxxxxxxxxxxxxxxxxxxxxx; __fbp; GLAM-SID; gclid; __ttp; GLAM-JID; tfpsi; utm_term; utm_source; FPLC; __tt_enable_cookie; __j_state; ln_or; clickid; GLAM-AID; utm_campaign; cto_bundle		Deleted after eighty nine days	First	
ccgateway.net	Ccuid; GLAM-JID; GLAM-SID; GLAM-AID; __j_state		Deleted after twenty nine days	Third	
bidswitch.net	C; tuuid; tuuid_lu		Deleted after one year	Third	
casalemedia.com	CMPRO; CMID; CMPS; CMTS		Deleted after eighty nine days	Third	
pubmatic.com	KRTBCOOKIE_xxxx; PugT		Deleted after twenty nine days	Third	
youtube.com	CONSENT; VISITOR_INFO1_LIVE; YSC		Deleted after four years	Third	
adnxs.com	uuid2; anj		Deleted after eighty nine days	Third	
criteo.com	uid		Deleted after one year	Third	
app.gohenry.com	GLAM-AID; GLAM-JID; __j_state; GLAM-SID; ln_or		Deleted after one year	First	
media.net	data-c-ts; data-c; visitor-id	Deleted after twenty nine days	Third		
360yield.com	tuuid_lu; um; umeh; tuuid	Deleted after eighty nine days	Third		
demdex.net	Demdex; dpm	Deleted after six months	Third		
krxd.net	__kuid__	Deleted after six months	Third		
signup.gohenry.com	cto_tld_test; criteo_write_test; GLAM-JID; __j_state; ln_or; GLAM-SID; GLAM-AID	Deleted after one day	First		

The following table sets out the pixel tags that we currently use in order to understand your interaction with our Services and support our marketing, both on our Website and elsewhere on the Internet:

Pixel tags	
Advertising	Adalyser, Adwords, AffectV, Amazon, Bing, Criteo, Doubleclick, Facebook Pixel, Giphy, Google Ads, Impact, LinkedIn, Pinterest, Teads, TikTok, Twitter Pixel, Yahoo, Youtube, Vimeo
Customer Interaction	LiveChat, Salesforce
Site Analytics	Google Analytics, Google Tag Manager, Hotjar, Loggly, Mixpanel

4. How to control or delete cookies and other locally stored data

We use cookies on to make sure you can easily enjoy our Website. Some of these cookies are essential and we can't provide the Website without them, but there are others that we will only use with your consent or which you can choose to turn off.

When you visit our Website, we will provide you with a notice that refers to this policy and which lets you know how you can change which cookies you accept. You have the right to choose whether or not to accept these optional cookies and similar technologies. However, please note that if you choose to refuse some of the cookies, you will not be able to use all of our Website or our Services properly. For example, you may need to enter information repeatedly, or you might not get personalised content that is meaningful to you as many of our functions are dependent on cookies.

You can change your preferences at any time here or by changing the settings in your browser.

Most browsers will also allow you to choose the level of privacy settings you want. This lets you control your cookie settings so that you can:

- See what cookies or other locally stored data you've got and delete them on an individual basis;
- Block third party cookies or similar technology;
- Block cookies or similar technology from particular sites;
- Block all cookies or similar technologies from being set; or
- Delete all cookies or similar technologies when you close your browser.

Deleting cookies or similar technologies means that any preference settings you have made on a website will be lost. If you have set your preferences to opt out of cookies, this setting will be lost too, as that information is stored in a cookie. Blocking all cookies or similar technology means functionality on our websites will be lost, as described above.

For more information on how to manage the most popular browsers, please see below:

[Cookie settings in Chrome for web](#) and [Android](#)

[Cookie settings in Safari web](#) and [iOS](#).

[Cookie settings in Edge](#)

[Cookie settings in Firefox](#)

How to opt out of online ads

You have the option to opt out of seeing certain targeted online ads from us and our third party partners by visiting <http://www.youronlinechoices.com/uk/your-ad-choices>. Please note that this list will

contain more networks than those used on our site. Alternatively, you can opt out of certain cookies through the settings in your browser. Please note that neither of these options mean that you will see less advertising when you visit our site, the only effect is that the advertising will be less relevant to you.

To learn more about opting out of online ads, please visit the [Digital Advertising Alliance](#).

5. Changes to this policy

We also wanted to let you know that this policy will evolve over time as we grow and we will post any changes to this page, so feel free to check it from time to time. And don't worry, if we're making major changes, we will notify you via email or in-app notifications.

6. Need more information?

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

- [All About Cookies](#)
- youonlinechoices.co.uk/uk

7. Cookies that have been set in the past

If you have disabled one or more cookies, we will still use information collected from cookies prior to your disabled preference being set, provided that we still have a legal basis to process that information. However, in any event, we will stop using the disabled cookie to collect any further information.

8. Contact us

If you have any questions or comments about this policy, or privacy matters generally, please contact us on help@GoHenry.co.uk, call us on 0330 100 7676 or write to our Data Protection Officer at GoHenry Limited, Stirley House, Ampress Lane, Ampress Park, Lymington, Hampshire SO41 8LW.