

Cookies Policy

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Introduction

Welcome to Shieldpay's cookies policy.

Shieldpay respects your privacy and is committed to protecting your personal data. Our cookie policy is a statement of policy on what cookies are active on our website, what user data we track, for what purpose and where this data is sent. This policy is separate to our privacy notice which sets out how we collect, obtain and process your data. You can find our privacy notice on our website.

This cookies policy is provided in a layered format so you can click through to the specific areas. Please also use the Definitions section to understand the meaning of some of the terms used in this cookies policy.

About us and how to contact us

Shieldpay Ltd is responsible for your personal data (collectively referred to as **Shieldpay, we, us** or **our** as set out in this policy – we have no control over third party cookies. If you any questions about this policy or how we handle your personal information, please contact us on privacy@shieldpay.com or visit our Support section on our website.

Shieldpay are registered with Information Commissioner's Office and you have the right to complain to them should you find that we have not satisfactorily processed cookies in line with this policy, our regulatory obligations or your legal rights.

1. The use of cookies by Shieldpay

Why we use Cookies

We use cookies to distinguish you from other Shieldpay Users on our Website(s). This helps us to provide you with a good experience when you browse our Website(s) and also allows us to improve our Services and our Website(s). By continuing to use our Website(s) and/or Services, you are agreeing to our use of cookies.

Blocking Cookies

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. In order to block cookies, follow the instructions provided by your browser (usually located within the "settings", "help" "tools" or "edit" facility). Many browsers are set to accept cookies until you change your settings

If you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the Website(s). For example, we may not be able to recognise your computer or mobile device and you may need to log in every time you visit our Website(s).

How you find more information on cookies

For further information about cookies, including how to see what cookies have been set on your computer or mobile device and how to manage and delete them, visit www.allaboutcookies.org and www.youronlinechoices.com/uk.

2. What cookies we use

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of the Website(s). For example, they include cookies that enable you use to log into secure areas of the Website(s).

Analytical/performance cookies. These allow us to recognise and count the number of visitors, track views of content and to see how users move around the Website(s) when and how they are using it. This helps us to improve the way the Website(s) works, by ensuring that Shieldpay Users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to the Website(s) or if you have logged into the Website(s) already. This enables us to personalise our content for you, greet you by name and remember your preferences.

Tracking cookies. These enable us to track use of content from the Website(s) (on third party services, such as posts on social media networks), in accordance with your third-party settings and your permission.

Targeting cookies. These cookies record your visit to the Platform, the pages you have visited and the links you have followed. We will use this information to make the Website(s) more relevant to your interests. In accordance with our legitimate interests, we may also share this information with third parties for this purpose. Where we use such cookies for the purposes of marketing or commercial messages we will seek to obtain your permission before doing so.

Third party cookies

Third parties (including, for example, advertising networks and providers of external services like user traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical, performance or targeting cookies.

You should always check such third parties websites and policies to ensure you are in agreement with how they use cookies and process your data.

3. Definitions

Cookie is a small file containing an identifier or a string of letters and numbers that is sent by a web server to a web browser is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. means data that can be automatically collected from any device used to access the website(s) or Services. Cookies do not typically contain any information that identifies a Shieldpay User, but Personal data that we store about you may be linked to information stored in and obtained from cookies.

Personal data means information that can be associated with an identified or directly or indirectly identifiable natural person. “Personal Data” can include, but is not limited to, name, postal address (including billing and shipping addresses), telephone number, email address, payment card number, other financial account information, account number, date of birth, and government-issued credentials (e.g., driver’s license number, national ID, passport number).

Process means any method or way that we handle Personal Data or sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, and consultation, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal data.

Services means any products, services, content, features, technologies, or functions, and all related websites, applications and services offered to you by Shieldpay under the Customer Agreement.

Shieldpay Users means an individual uses the Services or accesses the website(s) and has established a relationship with Shieldpay (for example under the Customer Agreement) or otherwise uses the Services as a buyer, seller or other type of participant to a transaction.

Website(s) means the websites, mobile apps, official social media platforms, or other online properties through which Shieldpay offers the Services and which has posted or linked to this policy.