

COOKIES POLICY

Last updated: 05.03.2024

We use “Cookies” and other technologies when you visit our websites. In this document you can find more information and details about “Cookies” and similar technologies, as well as the ways to control them.

Basic information about “Cookies” can be found here: <http://www.allaboutcookies.org/>

Cookies – Managing Settings

Our websites and mobile applications use “Cookies” and similar technologies, which you can manage in the manner set out in this policy and through the functionalities of the websites. This policy also applies to any additional legal agreements, terms, or contracts related to the iCard Service used by you.

By default, when the website loads, only the strictly necessary cookies (described below) are enabled. If you wish to give your consent for the use of other types of “Cookies” and similar technologies, please use the cookie management panel, which loads when the website is opened. You can delete “Cookies” through your browser settings. Below in this policy there are brief instructions, and further information on how to block and delete “Cookies” can be found here: <http://www.aboutcookies.org/how-to-delete-cookies/>

Some of the similar technologies we use, such as JavaScript, may also be disabled from your devices, but this may seriously reduce the ability of our websites and mobile portals to function on your devices.

What Are “Cookies” and Similar “Technologies”?

A “Cookie” is a small text file that a website stores on your computer or mobile device when you visit the given portal. This file allows the website to remember your actions and preferences (such as: account, language, font, and other preferences) over a certain period of time, so that you do not have to re-enter them every time you visit or when you visit other pages. “Cookies” are generated by the server of the visited website when your device’s browser loads them. The website sends information to the browser and creates a text file. Each time a user returns to the same page, the browser retrieves the text file and sends it to the server of the website. The information contained in the “cookies” is specified by the server and may be used by it when the website is visited again.

We use cookies to achieve various purposes, such as allowing you to navigate the pages more easily and efficiently, as the technology allows your preferences to be remembered and improves your experience while “surfing.” We also use them to ensure that any additional programs on our websites, whether ours or third parties’, are targeted to you and your interests.

For the above-mentioned purposes, we also use similar technologies such as “pixel tags” and “JavaScript.” “Pixel tags” and “JavaScript” are miniature graphic files that contain a unique

identifier that allows us to understand when someone has visited our files. This allows us, for example, to monitor the pattern of data movement between websites, in order to secure or to connect to “Cookies,” to understand whether you have visited our site through an online advertising platform on another website, and in order to improve the performance of the page.

If you visit our websites or mobile applications, we will activate “cookies” and similar technologies to shape an online service that is better suited to your device, as well as to detect and prevent fraud. When you visit our website, from any device, we collect information about your use of a particular website – information about the browser or device you use (including device type, operating system, screen resolution, etc.), the manner in which you use the website, and the IP address from which your device connects. In many cases, the above-mentioned technologies rely on “cookies” in order to function properly. Therefore, disabling them may harm their functionality, which means that you may be deprived of the ability to exercise certain activities within the parameters provided by our online platform, unless you enable “cookies” or similar technologies. There may also be a likelihood that certain transactions cannot be carried out if you are located in certain countries.

The “Cookies” used by us are known as “first-party cookies” / “Our cookies.” “Cookies” used by other parties are known as “third-party cookies.” “Third-party cookies” allow third-party functions to be displayed on or through the websites or the application. The parties that agree to these “third-party cookies” may operate both while you visit our site and while you visit other sites.

We cannot influence or control “Third-Party Cookies.” If you would like to learn more about this type of “cookies,” which may subsequently be withdrawn, please visit the website of the third party that provided them.

Types of “Cookies”

There are different types of “cookies,” which are usually divided into the following categories, but we note that not every type of “cookie” needs to be used on the website or mobile application:

Necessary “Cookies”

These are necessary in order to allow you to navigate through the website and use all functions, such as accessing the protected parts of the website. Without these “cookies,” the services you want cannot be provided to you. These cookies are activated when you visit our website and remain active during your visit. These “Cookies” allow us to provide you with our service. The use of these cookies is based on our legal obligation to provide access to our website and are therefore always active.

“Statistical Cookies” / Third-Party Cookies

These cookies collect information about how you, as a visitor, use our portal. For example, which pages are most frequently visited and whether they receive error messages from the websites. This data is a way for us to improve the operation of our websites. This data also helps us determine whether our customers have certain interests or needs, based on the pages they

have visited. These “Cookies” help us provide you with a better service, and their use is based on your revocable consent.

“Functional Cookies”

These cookies help our website “remember” the choices you make and provide the ability for personalization. These “Cookies” may also be used to “remember” changes you have made to text size, font, and other parts of the websites that you can personalize. The information collected by these “Cookies” may be anonymous, and they cannot track your activities on other websites. These “Cookies” “store” your preferences in order to provide you with the full functionality of our services and are based on your consent.

Marketing “Cookies”

These “Cookies” collect information about your activities on this and other websites, in order to offer you content with a certain focus that is suitable and attractive to you. These “Cookies” are based on your revocable consent.

How to Control or Delete “Cookies” Through Your Browser?

The deletion and disabling of “cookies” can be carried out by changing the settings of your browser, as well as through the management panel (which loads when the website is opened). To do this, follow the instructions provided by your browser (usually found under “Help,” “Options,” “Tools”). Some websites may not work properly if you completely disable “cookies,” but many “third-party cookies” can be blocked. If you disable “cookies” from the browser, your device will not be able to accept “cookies” from any website. This means that you will experience difficulty accessing the “secured” area of any website and will not be able to fully use the features available to you while “surfing the web.”

Types of “Cookies” Used on iCard’s Websites and Mobile Applications

Below you will find a list of the types of “cookies” and similar technologies that we use on our website and mobile applications, together with instructions on how they can be disabled:

The full list can be found below:

Name	Retention Period	Description	Category
PHPSESSID	Session cookies exist while you are on the website. The session ends when you close the website or the browser.	Ensures the anonymity of the customer’s personal information. This cookie is set by icard.com’s servers.	Necessary
__zlcmid	1 year	These cookies are used by Zendesk in order to provide real-time customer service chat on our	Necessary

Name	Retention Period	Description	Category
__zlstore	1 year	website. These cookies are used by Zendesk in order to provide real-time customer service chat on our website.	Necessary
ZD-*	1 year	These cookies are used by Zendesk in order to provide real-time customer service chat on our website.	Necessary
icard_com_cookies_policy_accepted	1 year	Stores information regarding whether the customer has agreed to the cookies policy and their choice of which cookies should be loaded.	Necessary
icard_com_countrycode_settings	1 year	We store the country code that was last used and load it by default when you visit the website again.	Necessary
prefLang	1 year	This cookie is used to store your preferred language.	Necessary
_gat_UA-*	1 minute	This is a template cookie set by Google Analytics, where the template portion of the cookie's name contains a unique identification number for the account or website to which it relates. This cookie is a variant of the _gat cookie, which is used to limit the amount of data	Statistical

Name	Retention Period	Description	Category
		recorded by Google on high-traffic websites.	
_gid	24 hours	Used by Google Analytics to store a session identifier and to distinguish between users.	Statistical
_ga	2 years	Used by Google Analytics to identify users by a unique number called a "Client ID."	Statistical
_gcl_au	3 months	This is a cookie created by Google Tag Manager, which is used for the "Conversion Linker" functionality. It collects and stores information when an advertisement is clicked and saves it in its own cookie, so that it can be tracked where the user who landed on the target page and subsequently completed a given action on it (for example, filled out a contact form, subscribed to a newsletter, completed a purchase, etc.) came from.	Statistical
ga*	2 years	This cookie is used to store anonymized statistical data for Google Analytics.	Statistical
_fbp	3 months	Facebook uses this cookie for event	Statistical

Name	Retention Period	Description	Category
_gat_UA-*	1 minute	tracking and remarketing. This is a template cookie set by Google Analytics, where the template portion of the cookie's name contains a unique identification number for the account or website to which it relates. This cookie is a variant of the _gat cookie, which is used to limit the amount of data recorded by Google on high-traffic websites.	Marketing
_gid	24 hours	Used by Google Analytics to store a session identifier and to distinguish between users.	Marketing
_ga	2 years	Used by Google Analytics to identify users by a unique number called a "Client ID."	Marketing
_gcl_au	3 months	This is a cookie created by Google Tag Manager, which is used for the "Conversion Linker" functionality. It collects and stores information when an advertisement is clicked and saves it in its own cookie, so that it can be tracked where the user who landed on the target page and	Marketing

Name	Retention Period	Description	Category
		subsequently completed a given action on it (for example, filled out a contact form, subscribed to a newsletter, completed a purchase, etc.) came from.	
<i>ga*</i>	2 years	This cookie is used to store anonymized statistical data for Google Analytics.	Marketing
_fbp	3 months	Facebook uses this cookie for event tracking and remarketing.	Marketing