
COOKIE POLICY TERMS AND CONDITIONS

BACKGROUND:

This website www.cloudhouse.com (“Our Site”) uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site or when you press the “I accept” button on Our Cookie message “This website uses cookies to ensure you get the best experience on our website. [Learn more...](#)” If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

“Cookie”	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”);
“Website”	means our publicly accessible website that provides marketing and technical details for our product.
“Documentation System”	means our publicly accessible documentation and knowledge base system that provides technical details on the configuration and use of our product.
“Partner Discussion Forum”	means the part of our site that provides a moderated, technical discussion forum for our partners.
“Partner Portal”	means our portal that provides sales and marketing information for our partners.
“personal data”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by EU Regulation 2016/679 General Data Protection Regulation (“GDPR”); and
“We/Us/Our”	means Cloudhouse Technologies Limited, a limited company registered in England under company number 07360219, whose registered address is Ugli Campus, 56 Wood Lane, London, W12 7SB, and whose main trading address is Ugli Campus, 56 Wood Lane, London, W12 7SB.

2. Information About Us

- 2.1 Our Site is owned and operated by Us.
- 2.2 Our Data Protection Manager is Stuart Moore, and can be contacted by email at gdpr@cloudhouse.com or by post at Ugli Campus, 56 Wood Lane, London, W12 7SB.

3. Details about Our Site and related sites and facilities

- 3.1 Our Site is a public website that provides product and service information about Cloudhouse. No Login is required to access the site.
- 3.2 The Documentation Site is a public site accessible from Our Site at docs.cloudhouse.com, and provides technical information on the use, configuration and troubleshooting of Cloudhouse products. No login is required to access the site.
- 3.3 The Partner Portal is a private site which is accessible via Our Site at www.cloudhouse.com/partner-portal/. The Partner Portal provides content sales and marketing content and a lead registration system for Cloudhouse partners. Access is only available to Cloudhouse partners who have signed our non-disclosure agreements and partner terms and conditions. Access requires a login.
- 3.4 Partner Discussion Forum is a private site which is accessible via Our Site at discourse.cloudhouse.com. The Partner Discussion Forum is a for partners to ask technical questions about packaging, product and to receive product announcements. Access is only available to Cloudhouse partners who have signed the non-disclosure agreement and our partner terms and conditions. Access requires a login.

4. How Does Our Site Use Cookies?

- 4.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products/services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.
- 4.2 By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties by third parties other than Us, over which we have no control. Such third parties may include advertising networks and providers of external services like web traffic analysis services. These third-party Cookies are likely to be analytical/performance cookies or targeting cookies. For more details, please refer to section 4 below.
- 4.3 All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

4.3.1 Strictly Necessary Cookies

A Cookie falls into this category if it is essential to the operation of Our Site. They include, for example, Cookies that enable you to log into secure areas of Our Site, for use of the Partner Portal and Partner Discussion Forum.

4.3.2 Analytics/Performance Cookies

It is important for Us recognise and count the number of visitors and to see how visitors move around Our Site, the Partner Portal and Partner Discussion Forum when they are using each facility and to understand how you use Our Site, the Partner Portal and Partner Discussion Forum, for example, how efficiently you are able to navigate around it, and what features you use in each facility. Analytics/Performance Cookies enable us to gather this information, helping Us to improve Our Site, the Partner Portal, Partner Discussion Forum and the Documentation System and how these facilities work and your experience of these facilities.

4.3.3 Functionality Cookies

These are used to recognise you when you return to Our Site, the Partner Portal and Partner Discussion Forum. Functionality Cookies enable Us to provide additional functions to you on Our Site, the Partner Portal and Partner Discussion Forum, such as personalisation and remembering your saved preferences in the Partner Portal and Partner Discussion Forum. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

4.3.4 Targeting Cookies

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to improve Our Site, Partner Portal and Partner Discussion Forum and the content displayed. We do not use this information for advertising purposes. Information gathered by targeting Cookies is not shared with third parties.

4.3.5 Third Party Cookies

Third party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be used by advertising services to serve up tailored advertising to you on Our Site, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

4.3.6 Persistent Cookies

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

4.3.7 Session Cookies

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

- 4.4 For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy www.cloudhouse.com/privacy-policy.

4.5 For more specific details of the Cookies that We use, please refer to the table below.

5. What Cookies Does Our Site Use?

5.1 The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose & Type	Expiration	Strictly Necessary
PHPSESSID	Functional cookie to keep track of sessions in PHP, including Session Authorization for logged on Users	7 days	Yes
cookieconsent_status	Functional track user's consent for cookie policy	1 year	No
destination_url	Functional cookie for the Partner Forum, where they should go after login1	1 week	No
_forum_session	Functional cookie tracks user sessions for the Partner Discussion Forum	1 week	No
__t	Required for login to the Partner Discussion Forum, stores the user id	1 week	Yes
_helpjuice_session	Analytical cookies for the Documentation System	?	No
User_id	Authentication cookie for Documentation System, logged on Cloudhouse users only	N/A	N/A

5.2 The following third-party Cookies may be placed on your computer or device:

Name of Cookie	Purpose & Type	Provider	Strictly Necessary
N/A	N/A	N/A	N/A

5.3 Our Site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the products **AND/OR** services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

5.4 The analytics service(s) used by Our Site use(s) analytics Cookies to gather the required information.

5.5 The analytics service(s) used by Our Site use(s) the following analytics Cookies:

Name of Cookie	Purpose & Type	Expiration	Provider	Strictly Necessary
_gid	Used to distinguish users	2h hrs	Google	No
_gat_newTracker	To distinguish	1 min	Google	No

	users and initializes a new tracker to store navigation data			
_gat_gTag_UA_18040730_1	Campaign related information used by Adwords website conversion will read this tag unless optout	90 days	Google	No
_gat	Throttle the request rate	1 min	Google	No
_ga	Distinguish users	2 yrs	Google	No

6. Consent and Control

Before Cookies are placed on your computer or device, you will be asked to press the “I Accept” button on Our Cookie message “This website uses cookies to ensure you get the best experience on our website. [Learn more...](#)”

- 6.1 requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies unless those Cookies are strictly necessary; however certain features of Our Site may not function fully or as intended.
- 6.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of Our Site
- 6.3 The links below provide instructions on how to control Cookies in all mainstream browsers:
 - 6.3.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 6.3.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 6.3.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 6.3.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB

- 6.3.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
- 6.3.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
- 6.3.7 Android:
<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

7. **Changes to this Cookie Policy**

- 7.1 We may alter this Cookie Policy at any time. If We do so, details of the changes will be highlighted at the top of this page. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.
- 7.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

8. **Further Information**

- 8.1 If you would like to know more about how We use Cookies, please contact Us at gdpr@cloudhouse.com or by post at Ugli Campus, 56 Wood Lane, London, W12 7SB.
- 8.2 For more information about privacy, data protection and our terms and conditions, please visit the following:
 - 8.2.1 www.cloudhouse.com/privacy-policy
 - 8.2.2 www.cloudhouse.com/website-terms-conditions
- 8.3 You can find out more information about cookies at www.allaboutcookies.org and www.youronlinechoices.com/uk/.