Cookies Policy

What is a Cookie and why we use it?

Cookies are small bits of text that are downloaded to your browser as you surf the web or an app. Cookies generally do not contain any information that would identify a person. Usually they contain a string of text or "unique identifier". This acts like a label. When a website sees the string of text it set in a cookie, it knows the browser is one it has seen before.

Contrary to a common belief, cookies do not contain software programs, so cannot install anything on a computer. Therefore, our Cookies do not threaten your privacy.

We use cookies on our websites or our apps to provide you with a more relevant and effective experience, including presenting web pages according to your needs or preferences. Furthermore, we respect your privacy and are committed to providing you with the information and tools you need to manage your cookies.

Type of Cookies we may use

Type of Cookies we use	Why we use it?
Essential Cookies	These cookies do not track your internet browsing. They are needed to allow full access to the website and its vital features, such as secure checkouts or remembering items in your shopping basket
Performance Cookies	We use performance cookies to improve how the website functions. These allow us to better understand customer behaviour online, and enable us to optimise your browsing experience through anonymous statistical data. This includes figures such as the most visited website pages, and also allows errors to be identified.
Functional Cookies	To offer you a more tailored online experience, these cookies allow the website to learn your preferences for areas where customisation is available, speeding up your browsing. Functionality cookie data may be anonymous and will only track browsing activity on our website.
Targeting or behavioural Cookies	These cookies enable contents to be displayed that are more relevant to you and your interests, and control the number of times you will see these. They record your visit to the website, and may share this information with multiple organisations, however this information will not allow you to be identified personally.

List of Cookies used on our Website and Apps

Cookies provided by a website you view are termed 'first party' cookies, while cookies from sites displaying content on another website are known as 'third party' cookies. In other words, 'first party' cookies are set and can only be read by Tera Europe Ltd. Example of 'third party' cookies are Google Analytics cookies which are used on our website and apps, please see Cookie Groups below for links where you can find more information from relevant 'third party' cookie's provider.

Cookie Group	Cookie name	Cookie Type	Expiry	What it does
Google Analytics ('third party') Click here for an overview at Google	__utma	Performance	Persistent (2 years from set/update)	This cookie is used to determine unique visitors to the site.
	__utmb	Essential	Persistent (30 mins from set/update)	This cookie is used to establish and continue a user session on the site.
	__utmc	Performance	Session (End of browser session)	This cookie is used to establish and continue a user session on the site.
	__utmz	Performance	Persistent (6 months from set/update)	This cookie is used to establish and continue a user session on the site.
	_ga	Performance	Persistent (2 years)	Used to distinguish users.
	_gat	Performance	1 minute	Used to throttle request rate.
	_gid	Performance	24 hours	Used to distinguish users.
Microsoft ('third party') Click here for an overview at the Microsoft website	ASP.NET Default Cookies ASP.NET_SessionId __RequestVerificationToken	Essential	Session (End of browser session)	This cookie is essential for the online notification form.
LiveChat Cookies ('third party')	lc_window_state __lc.visitor_id.6713951	Essential	Session (End of browser session)	This cookie is used to record for user's Live chat request sessions.

Cookie Group	Cookie name	Cookie Type	Expiry	What it does
Visit the LiveChat website	__livechat_lastvisit			
Identificator ('first party')	landingpageguid	Performance	Persistent	Client's link tracking record Identificator
Countrycode ('first party')	countrycode	Performance	Session (End of browser session)	Client's detected country calling code, via IP.
sessionID ('first party')	sessionID	Targeting	Persistent	This cookie identification is used for matching the multiple records on database, recorded in a session for a client.
Language Culture ('first party')	_langcultarea	Functional	Persistent	Generated to keep client's auto redirection data to related language area of the website, according to client's IP region. For example; value keeps "zh" value if client's IP region detected as China.

Third party websites and links

Our websites or our apps may have links to external third party websites. Please note, however, that third party websites are not covered by this Cookies Policy and those sites are not subject to our privacy standards and procedures. Please check with each third party as to their privacy practices and procedures.

Cookie management

Most modern internet browsers offer a number of options for controlling cookies. Settings can be changed to accept, reject all, or block selected cookies. You can also change your browser settings to notify you whenever a cookie is offered. Information on how to do this for popular web browsers can be found here.

The majority of cookies are easy to delete. Simply select your browser here and follow the instructions.

Please be aware that your browsing experience could be seriously compromised by blocking or deleting cookies.

Cookies that have Been Set in the Past

If you have disabled one or more Analytics or Content Cookies, we may still use information collected from cookies prior to your disabled preference being set, however, we will stop using any disabled cookies to collect any further information.

Useful links

- www.aboutcookies.org
- www.allaboutcookies.org
- www.youronlinechoices.eu
- https://cookiepedia.co.uk/

Contact us

If you have any specific questions or concerns about cookies, please contact customerservices@terafx.com.

We are committed to keeping your personal information safe. For more information on how we handle your data, see our Privacy Policy.