

Cookie Policy v3.1

1. COOKIES

- 1.1 Our website (the **Site**) uses cookies and other storage technologies to distinguish You from other users. This helps us to provide You with a good experience when You browse the Site and also allows us to improve the Site.
- 1.2 Cookies and storage technologies consist of small files of letters and numbers that We store on Your browser or the hard drive of Your computer if You agree. Cookies and storage technologies contain information that is transferred to Your computer's hard drive.
- 1.3 We use the following cookies and storage technologies:
- (a) **Strictly necessary cookies and storage technologies.** These are cookies and storage technologies that are required for the operation of the Site. They include, for example, cookies that enable You to log into secure areas of the Site.
 - (b) **Analytics cookies and storage technologies.** These allow us to recognise and count the number of visitors and to see how visitors move around the Site when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
 - (c) **Personalisation cookies and storage technologies.** These are used to recognise You when you return to the Site. This enables us to personalise our content for You, greet You by name and remember Your preferences.
- 1.4 We do not currently use cookies and storage technologies on our Site designed to tailor advertising to you and your interests.
- 1.5 You can find more information about the individual cookies and storage technologies We use and the purposes for which We use them in the table below.
- 1.6 You can block cookies and storage technologies by activating the setting on Your browser that allows You to refuse the setting of all or some cookies and storage technologies. However, if You use Your browser settings to block all cookies and storage technologies (including essential cookies and storage technologies) You may not be able to access all or parts of the Site.

Key	Provider	Storage Type	Classification	Purpose
fu3e_session	fu3e	Cookie	Essential	Used to persist user state between page requests on the application.
XSRF-TOKEN	fu3e	Cookie	Essential	Used to prevent CSRF attacks.
fu3e.cookie_preferences_set	fu3e	Cookie	Essential	Stores whether the user has set preferences to prevent repeated cookie consent prompts.
fu3e.last_active_time	fu3e	Local Storage	Essential	Stores a timestamp updated when the Auth0 access token is refreshed, used to drive client side session timeout checks and reauthentication prompts.
_ga	Google Analytics	Cookie	Analytics	Used to optimise and improve the user's experience on the application.
_ga_P6K7PKCLMV	Google Analytics	Cookie	Analytics	Used to optimise and improve the user's experience on the application.

Key	Provider	Storage Type	Classification	Purpose
auth0	Auth0	Cookie	Essential	Used to manage user sessions across different applications.
auth0_compat	Auth0	Cookie	Essential	Backup cookie for single sign on when browser settings are more restrictive.
did	Auth0	Cookie	Essential	Identifies devices to prevent security threats.
did_compat	Auth0	Cookie	Essential	Backup cookie for device detection when browser settings are more restrictive.
_legacy_auth0.<hash>.is.authenticated	Auth0	Cookie	Essential	Maintains authenticated user session state across subdomains to allow access to protected areas of the platform.
_auth0.<hash>.is.authenticated	Auth0	Cookie	Essential	Indicates whether a user is currently authenticated, enabling secure single sign on across application areas.
pusherTransportTLS	Pusher	Local Storage	Essential	Stores transport configuration for real time messaging to ensure stable and secure client connections.
survii:<visitor-id>:statusrequestHandler	Survicate	Local Storage	Functional	Tracks the state of Survicate survey requests to control frequency and avoid repeated or excessive prompts.
survii:<visitor-id>:allVisitor	Survicate	Local Storage	Analytics	Stores a pseudonymous visitor identifier used by Survicate to recognise returning visitors and manage survey display logic.
survii:<visitor-id>:visitInitialUrl	Survicate	Session Storage	Analytics	Records the initial page visited during the current session to support survey targeting and contextual analytics.
survii:<visitor-id>:visitReferrerUrl	Survicate	Session Storage	Analytics	Stores the referrer URL for the current session to help analyse how users arrive at tenant pages.
survii:<visitor-id>:visitViews	Survicate	Session Storage	Analytics	Tracks pages viewed during the current session to support in session analytics and survey triggering rules.
chat_historyShown	Product Fruits	Local Storage	Functional	Stores whether chat history has been displayed to the user to prevent repeated prompts and improve user experience.

Key	Provider	Storage Type	Classification	Purpose
pfruits_page_loaded_at	Product Fruits	Session Storage	Essential	Records the timestamp of page load to coordinate Product Fruits onboarding flows and prevent duplicate initialisation.
productfruits_cnt_loaded	Product Fruits	Session Storage	Essential	Counts Product Fruits loads within a session to manage onboarding and feature guidance behaviour.

- 1.7 Please note that third parties may also use cookies, over which we have no control. These cookies are listed above. Users can manage or opt out of functional and analytical cookies at any time using the controls available on our site.
- 1.8 Except for essential cookies, all cookies will expire after 13 months.