Cookie Policy – Website

Original text as published before the redesign of this article. Wording unchanged.

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WHAT ARE COOKIES

Cookies are small text files that are sent by the server to the web browser and then stored by the Website on the user's computer or smart device.

We can use cookies to provide you with the best possible user experience on our Website.

Some cookies may come directly from our Website - "First Party cookies". Some cookies may come from third parties - "Third Party Cookies".

Cookies can be stored on your device or browser for different lengths of time. Session cookies are deleted from your computer or device as soon as you close your browser. Persistent cookies remain stored on your computer or device until you delete them or until they expire.

Some third-party services are integrated on our Website, such as "subscribing to e-news", live chat, etc.

TYPES OF COOKIES

There are different types of cookies. Some cookies are necessary for operation, some are used to better understand users. By using cookies, we can optimize and improve the user experience.

WHAT TYPES OF COOKIES DO WE USE?

Necessary cookies

These cookies make the Website useful by enabling basic functions such as page navigation and access to secure areas of the Website. The Website does not function properly without these cookies.

NAME	PROVIDER	TYPE	DESCRIPTION	DURATION
CMSSESSID	https://www.reduxi.eu (First-party)	Cookies	CMS Made Simple Session ID cookie.	Session
cc_cookie_accept	https://www.reduxi.eu (First-party)	Cookies	The cookie determents if the user accepted the Cookies or not (stores user decision).	1 year
cc_cookie_decline	https://www.reduxi.eu (First-party)	Cookies	The cookies determents if the user declined the cookies (stores user decision).	1 year

Performance / analytical cookies

These cookies do not collect information that identifies you. We use them for the purpose of improving the user experience. The information we obtain with cookies helps us understand how users use the Website.

NAME	PROVIDER	TYPE	DESCRIPTION	DURATION
ppms_webstorage	https://www.reduxi.eu (First-party)	Local Storage	Prevents visitor's data loss that may happen because of some mechanisms used by browsers, for example, Safari's ITP.	Persistent
lhc_ref	https://www.reduxi.eu (First-party)	Session Storage	Stores from where visitor comes first time.	Session
lhc_ws	https://www.reduxi.eu (First-party)	Session Storage	Is widget open or closed.	Session
lhc_sound	https://www.reduxi.eu (First-party)	Session Storage	Is sound enabled or no.	Session
lhc_per	https://www.reduxi.eu (First-party)	Cookies	Stores persistent information about chat id to be able to keep same chat while customer is navigating through pages.	179 days
_pk_id	https://www.reduxi.eu (First-party)	Cookies	Used to recognize visitors and hold their various properties.	1 year and 1 month
_pk_sess	https://www.reduxi.eu (First-party)	Cookies	Shows an active session of the visitor. If the cookie isn't present, the session has finished over 30 minutes ago and it was counted in a pk_id cookie.	30 minutes
app_id	piwik.pro (Third-party)	Cookies	Used to pass a site or app ID between Piwik PRO's modules: Analytics, Tag Manager, Audience Manager, Consent Manager, Administration.	1 year
csrftoken	piwik.pro (Third-party)	Cookies	This cookie is set only for Piwik PRO's users. It stores a CSRF token for securing Piwik PRO's forms.	0 minutes
ppms_privacy_	piwik.pro (Third-party)	Cookies	Stores visitor's consent to data collection and usage.	1 year or 30 minutes (for anonymous tracking)
stg_last_interaction	https://www.reduxi.eu (First-party)	Cookies	Determines whether the last visitor's session is still in progress or a new session has started.	1 year
stg_last_interaction	reduxi.piwik.pro (Third-party)	Cookies	Determines whether the last visitor's session is still in progress or a new session has started.	1 year
stg_returning_visitor	https://www.reduxi.eu (First-party)	Cookies	Determines if the visitor has already been to your website — they are returning visitors.	1 year
stg_returning_visitor	reduxi.piwik.pro (Third-party)	Cookies	Determines if the visitor has already been to your website — they are returning visitors.	1 year

COOKIE SETTINGS

The Website user can change and adjust the use of cookies in individual web browsers. The default settings in most browsers require permission to use cookies. If you wish, you can block our cookies in your web browser. Please note that blocking cookies will prevent the Website from working correctly or as effectively.

Below are links to some web browsers where you can adjust the use of cookies:

- Microsoft Edge here,
- Mozilla Firefox here,
- Google Chrome here,
- Apple Safari here.
- For more general information about what cookies are, we recommend visiting www.allaboutcookies.org and www.aboutcookies.org.

CHANGES TO THE COOKIE POLICY

This Cookie Policy enters into force on 6 December 2022. We may update this policy in the future. If we make a major change to this policy, we will notify you, but please check this policy regularly to keep up to date with the latest version of the Cookie Policy.