

Last updated: 24 March 2022

This is the Cookies Policy for the website hosted at <https://bezerocarbon.com> (**our site**) and our platform hosted at <https://bezerocarbonmarkets.com> (**our platform**). Our site and platform are operated by or on behalf of BeZero Carbon Ltd, a company registered in England and Wales under company number 12577887 whose registered office is at 27 New Dover Road, Canterbury, CT1 3DN (**BeZero, we, us and our**). We are committed to protecting and respecting your privacy.

This policy sets out our use of cookies and other similar technologies on our sites. It should be read in conjunction with our [privacy policy](#).

#### **Our use of cookies and other similar technologies on our website**

We do not use cookies on our site. All information we collect about your use of our site is provided by Plausible - a cookie-less web analytics tool. For more information please see: <https://plausible.io>.

#### **Our use of cookies and other similar technologies on our platform**

Our platform uses cookies to collect and store certain information. These typically involve pieces of information or code that a website transfers to or accesses from your computer hard drive or mobile device to store and sometimes track information about you. Cookies and similar technologies enable you to be remembered when using that computer or device to interact with websites and online services and can be used to manage a range of features and content as well as storing searches and presenting personalised content.

Our platform uses cookies and similar technologies to distinguish you from other users of our platform. This helps us to provide you with a good experience when you use the platform and also allows us to improve our platform. Most web browsers automatically accept cookies and similar technologies, but if you prefer, you can change your browser to prevent that and your help screen or manual will tell you how to do this. However, you may not be able to take full advantage of our platform if you do so.

A number of cookies and similar technologies we use last only for the duration of your web session and expire when you close your browser/or exit the platform. Others are used to remember you when you return to the platform and will last for longer.

We use these cookies and other technologies on the basis that they are necessary for the performance of a contract with you, or because using them is in our legitimate interests (where we have considered that these are not overridden by your rights), and, in some cases, where required by law, where you have consented to their use.

#### **When we use cookies?**

We use the following types of cookies:

- Strictly necessary cookies. These are cookies that are required for the operation of our platform and under our terms with you. They include, for example, cookies that enable you to log into the platform.
- Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our platform when they are using it. This helps us for our legitimate interests of improving the way our platform works, for example, by ensuring that users are finding what they are looking for easily.

#### **When we use other technologies?**

BeZero uses HubSpot (<https://www.hubspot.com>) to help us deliver and monitor the communications we send. Their digital tools let us see whether a recipient has clicked any of the links in our email, which help us understand what content that recipient appears to be interested in and allow us to personalise the content of future of our messages.

These digital tools include the use of pixels. Pixels are a similar technology to cookies and we use them in these emails enable us to see:

- if the email was opened
- where the device opening the email was located (based on the device's IP address)
- the type of email service (e.g. Outlook) that was used
- if the email (or its content) were shared on social media
- if the email was flagged as spam

### How to disable cookies?

The effect of disabling cookies depends on which cookies you disable but, in general, the website may not operate properly if all cookies are switched off. If you only disable third party cookies, you will not be prevented from using the platform. If you disable all cookies, you may be unable to use the platform's full functionality.

If you want to disable cookies on our platform, you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below:

#### For Microsoft Internet Explorer:

1. Choose the menu "tools" then "Internet Options"
2. Click on the "privacy" tab
3. Select the setting the appropriate setting

#### For Google Chrome:

1. Choose Settings> Advanced
2. Under "Privacy and security," click "Content settings".
3. Click "Cookies"

#### For Safari:

1. Choose Preferences > Privacy
2. Click on "Remove all Website Data"

#### For Mozilla firefox:

1. Choose the menu "tools" then "Options"
2. Click on the icon "privacy"
3. Find the menu "cookie" and select the relevant options

#### For Opera 6.0 and further:

1. Choose the menu Files"> "Preferences"
2. Privacy

Where you have not set your permissions, we may also separately prompt you regarding our use of cookies on the platform.

Except for essential cookies, all cookies used on our platform will expire within a maximum of 13 months.

### Cookies Table

The table below provides more information about the individual cookies we use and the purposes for which we use them:

Cookie	Name	Purpose and lawful basis
XSRF-TOKEN	XSRF-TOKEN	This cookie is essential for user authentication to our platform.
rp-token	rp-token	This cookie is essential for user authentication to our platform.

We use Matomo Analytics for platform analytics, allowing us to identify returning users and session information, but which is designed to respect privacy and anonymise data. More information about the cookies that are created by Matomo can be found [here](#).