



Cookie Policy

Introduction

Neos Ventures Limited (“Neos”, “we” and “our”) uses cookies and other similar tracking technologies (such as pixels, plugins, scripts, tags and device fingerprinting (which we collectively refer to as "Cookies" in this Cookie Policy) on our websites and online chat platform Intercom.

Protecting our customers is at the heart of everything we do at Neos and protecting your information is no exception. We use Cookies on our websites to help make your visits more effective, so we'd like to explain more about how and why we use them.

By continuing to browse our websites without adjusting your browser settings to block Cookies (for information about how to do this please see below Accept or block Cookies), you are agreeing to our use of Cookies.

What are Cookies?

Cookies are small text files which contain a small amount of information that is downloaded to your computer or mobile device when you visit a website.

When you visit the website again, or visit another website which recognises that Cookie, your device is able to communicate with the website and the website can read the information held in that Cookie.

We use Cookies to help you efficiently browse our websites and to save you time by not having to re-enter your details each time you visit. Cookies allow us to provide you with information and show you content relevant to you. We also use Cookies to analyse how our customers interact with our websites so we can improve the customer journey.

How we use Cookies

We use 4 categories of Cookie on our websites, based upon:

[International Chamber of Commerce UK Cookie Guide \(PDF 315KB\)](#)

- [Strictly Necessary](#)

- [Performance](#)
- [Functionality](#)
- [Targeting](#)

Some of these are “session Cookies”, which stay in place only for the duration of your visit to our website and are deleted at the end of your browsing session.

Others are "persistent Cookies", which remain on your device for a period of time after you have left the website (usually after 12 months).

Cookies may also be placed by our approved business partners, which are known as "third party Cookies".

Strictly Necessary Cookies

Strictly Necessary Cookies are required for the operation of our websites.

These Cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website.

Without Strictly Necessary Cookies our websites and back-end services would not work.

If you remove or disable these Cookies, we cannot guarantee that you will be able to use our websites.

Our use of Strictly Necessary Cookies includes:

- identifying you as logged in to the secure parts of our website for the duration of your visit;
- remembering information you have previously entered to complete a form (e.g. retrieval of a quote) as you proceed through a journey on our website. Your information is stored on our secure servers and the Cookie contains only a unique reference number which links you to your stored information when you log into the website

We do not use Strictly Necessary Cookies to:

- collect information about you for marketing purposes; or
- track your internet activity on other websites

Some examples of Strictly Necessary Cookies used on our websites are:

Cookie	Purpose
_secure_session_id	Navigating in the shop
secure_customer_sig	Secure login for the shop

cart_currency	Currency setting for the shop
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Performance Cookies

Performance Cookies collect information about how visitors use our websites. They allow us to recognise and count the number of visitors and to see how visitors move around our websites.

Performance Cookies help us to improve the way our websites work (e.g. by ensuring that users are finding what they are looking for easily) and to recognise when error messages are being received. The information collected by these Cookies is anonymous.

Our use of Performance Cookies uses includes:

- analysing how visitors use our website;
- recording any errors that occur;
- testing different designs of our website; and
- measuring the effectiveness of our advertising

We do not use Performance Cookies to collect personal information.

Some Performance Cookies are managed for us by third parties, for the purposes listed above. For more information see Key Third Party Providers.

You can stop Performance Cookies by setting your web browser to reject/block some or all Cookies. You may be able to block specific Performance Cookies provided by third parties by using the tools or preferences on that third party's website (see Further Information Key Third Party Providers).

Some examples of Performance Cookies used on our websites:

Cookie	Purpose
__ga, __gat, __gid	Google Analytics
__hstc, __hssrc, __hssc	HubSpot Analytics
__vwo_uuid_v2	Visual Website Optimizer (A/B testing utility)

Functionality Cookies

Functionality Cookies are used to provide services (such as videos) or to remember choices you make so we can personalise our content for you (for example, by remembering your username, choice of language or region).

Our use of Functionality Cookies includes:

- remembering preferences you have chosen to customise your experience of our website; or
- providing live chat functionality to you across our website

We do not use Functionality Cookies to target you with adverts on other websites.

You should be aware that refusing some Functionality Cookies may impact your experience of our websites.

Some examples of Functionality Cookies used on our websites are:

Cookie	Purpose
intercom-id-xxxxxxx, intercom-session-xxxxxxx	Live webchat facility
__atuvc, __atuvs	Add to social media widget

Targeting Cookies

Targeting Cookies record your visit to our websites, including the web pages you have visited and the links you have followed. We use this information to make our websites and our advertising relevant to your interests and provide this information to third parties.

This information may be used to trigger direct communications with you, for example, to send you automated emails tailored to your interests, unless you have opted out of receiving marketing materials from us.

We may also use information from Targeting Cookies to trigger service support communications.

Targeting Cookies may also be placed by our approved business partners and third party services i.e. Facebook. Targeting Cookies are generally linked to services provided by those third parties e.g. "like" buttons. For more information see Key Third Party Providers.

You can control whether or not Targeting Cookies are used, however, if you refuse them, we may not be able to offer you certain functionality.

Our use of Targeting Cookies includes:

- delivering content and marketing communications tailored to your interests based on information from your visit to our websites;
- providing advertising agencies with information about your visit so that they can show you relevant adverts online; and
- providing social networks such as Twitter or Facebook with information about your visit to our websites.

Some examples of Targeting Cookies used on our websites are:

Cookie	Purpose
<code>_gat_gtag_xx_XXXXXXXX_x</code>	Google advertising
<code>_fbp</code>	Facebook advertising

Other Technologies

LocalStorage and sessionStorage

LocalStorage and sessionStorage are JavaScript objects, which allow data to be retained as key/value pairs in the browser. While both work the same way, data in sessionStorage is cleared when the page session ends (by closing the window or tab), while data in LocalStorage does not expire until explicitly deleted. Site data stored in browsers can be managed and removed by users in the same way as cookies.

Pixel Tracking and Audience Pixels

Pages of our websites and our emails may contain pixel tags (also referred to as web beacons, web bugs, tracking pixels, java tags and clear gifs) that allow us and our advertisers or service providers to:

- collect statistics on our websites and emails (e.g. number of users who have visited a page or opened an email);

- collect information about how you interact with our emails (e.g. whether you opened them or followed links);
- personalise online services and marketing communications; and
- match ads to users.

Key Third Party Providers

Please note that the following third parties may also use Cookies. These named third parties may include, for example, advertising networks and providers of external services like web traffic analysis services. These third party Cookies are likely to be Performance Cookies or Targeting Cookies:

AddThis

Facebook Advertising

Google Analytics

Hubspot

Intercom

Shopify Analytics

Visual Website Optimiser

We do not control the placing of Cookies by third parties and we are not responsible for third parties' use of Cookies.

To deactivate the use of [certain] third party cookies, you [must contact the relevant third party or opt-out at browser-level.

Google Analytics

Our websites and mobile apps may use Google Analytics, which is a well-known analytics service provided by Google. For more information, including details of how to block these cookies specifically, [please visit their website](#). You can opt-out of tracking by Google Analytics across all websites here: <https://tools.google.com/dlpage/gaoptout>.

Third party cookies are also used to track your online purchases of Neos products made through a third party cashback provider primarily to enable you to redeem cashback rewards offered by such third parties.

You must comply with third cookie policies when you sign up for reward schemes offered by such third parties. Further you acknowledge and accept that these third party cookies are directly administered by such third parties and that the purpose, your

ability to change cookie settings and or related limitations are set out in their respective policies.

How to manage Cookies on our websites

Cookies do lots of jobs on our websites. However, most browsers allow you to disable them if you would like to.

If you disable cookies, you may find that you have a less personalised experience on our websites and that certain parts of our websites do not work at all or do not work correctly.

Each browser is configured differently. To disable cookies via your browser settings, you should follow the instructions given by the publisher of your browser. As of the date of this Cookie Policy, these instructions are available for commonly used browsers through the following links (note that clicking the links will open in a new window, and we are not responsible for the content of external websites):

If you use Microsoft Edge:

<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

If you use Internet Explorer:

<http://windows.microsoft.com/en-GB/windows-vista/Block-or-allow-cookies>

If you use Safari:

https://support.apple.com/kb/ph21447?locale=en_US

If you use Firefox:

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

If you use Chrome:

<https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>

If you use different devices, make sure you configure the settings of the corresponding browser according to your preferences.

Your mobile device may provide settings that allow you to express the choice not to have information about your use of mobile ads used for interest-based advertising purposes. On your iOS device, this is called “Limit Ad Tracking,” and on your Android device, it is called “Opt out of Ads Personalisation” or “Opt out of interest-based ads.”

Privacy

We are committed to using Cookies fairly and in accordance with applicable privacy rights. Our Privacy Policy can be accessed here [insert hyperlink].

Further information

More information about Cookies and managing your browser settings can be found at www.allaboutcookies.org.

Download the [International Chamber of Commerce's Guide to Cookies](#).

If you share the use of a computer, accepting or rejecting the use of Cookies will affect all users of that computer.

If you have any queries relating to this Cookie Policy, please email us:
[hello@neos.co.uk]

Changes to this Cookie Policy

If this Cookie Policy changes, the revised policy will include a new effective date and will be posted on this page. Please check back regularly to keep informed of updates. If we make major changes to this Cookie Policy, we will take additional steps to ensure you are informed of such changes.