

COOKIE STATEMENT

NovoServe

What are cookies?

Cookies are little (text) files which are stored on your computer. Your web browser stores these cookies when you visit our **Website**: www.novoserve.com. These cookies will be retrieved when you visit our Website again. This allows us to recognise you as a previous visitor.

Why do we use cookies?

By using cookies, we can see how our Website is used and how we can optimise our Website and services. Cookies are also helpful to make the Website quick and safe. In addition, cookies by us or by third parties can be used to show you relevant advertisement based on your interests. See the table below for the specific purposes of each cookie we use.

Which cookies do we use?

FUNCTIONAL COOKIES

We have a legitimate interest to use the personal data collected via these cookies, namely, to make our Website work properly and securely.

PARTY	NAME(S)	FUNCTION/PURPOSE	RETENTION PERIOD
NovoServe	cookietest	This cookie is used to determine if the visitor has accepted the cookie consent box.	Session
HubSpot Please consult this HubSpot Policy for more information: https://legal.hubspot.com/privacy-policy	Embed/v3/counters.gif	Used to implement the forms on our Website.	Session
LinkedIn Please consult this LinkedIn Policy for more information: https://www.linkedin.com/legal/privacy-policy	li_gc	Used to store the user's cookie consent state for the current domain.	2 years
	lang	Remembers the user's selected language version of a website.	Session

Google Please consult this Google Policy for more information: https://policies.google.com/privacy?hl=en-US	_GRECAPTCHA	This cookie is used to distinguish between humans and bots.	179 days
	rc::a rc::b rc::c	This cookie is used to distinguish between humans and bots.	Session
	test_cookie	Used to check if the user's browser supports cookies.	1 day
NovoServe	crisp-client%2Fsession%2F#G UID# (6 months)	Used to enable our LiveChat.	6 months
NovoServe	crisp-client/domain-detect/#	Used to enable our LiveChat.	Session
NovoServe	WHMCSy551iLvnHyt7	Used to enable login in our Client Portal.	Session

ANALYTICAL/STATISTICAL COOKIES

We ask for your consent to use these cookies. You may always withdraw your consent. You can do this via <https://www.novoserve.com/?withdrawCookies>

PARTY	NAME	FUNCTION/PURPOSE	RETENTION PERIOD
NovoServe	_ga	Registers a unique ID that is used to generate statistical data on how visitors use the Website via Google Analytics.	2 years
	_gat	Used by Google Analytics to throttle request rate.	1 day
	_gid	Registers a unique ID that is used to generate statistical data on how visitors use the Website via Google Analytics.	1 day

LinkedIn Please consult this LinkedIn Policy for more information: https://www.linkedin.com/legal/privacy-policy	AnalyticsSyncHistory	Used in connection with data-synchronization with third-party analysis service.	29 days
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TRACKING COOKIES

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PARTY	NAME	FUNCTION/PURPOSE	RETENTION PERIOD
NovoServe	_fbp	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months
	_glc_au	Used by Google AdSense for experimenting with advertisement efficiency across websites using their services.	3 months
LinkedIn Please consult this LinkedIn Policy for more information: https://www.linkedin.com/legal/privacy-policy	bcookie bscookie	Used by the social networking service, LinkedIn, for tracking the use of embedded services.	2 years
	lang	Set by LinkedIn when a web page contains an embedded "Follow us" panel.	Session
	lidc	Used by the social networking service, LinkedIn, for tracking the use of embedded services.	1 day
	UserMatchHistory	Ensures visitor browsing-security by preventing cross-site request forgery.	29 days
Facebook Please consult this Facebook policy for more information:	fr	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months

https://www.facebook.com/about/privacy/	tr	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	Session
Google Please consult this Google Policy for more information: https://policies.google.com/privacy?hl=en-US	IDE	Used by Google DoubleClick to register and report the user's actions after viewing or clicking on one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.	1 year
Google Please consult this Google Policy for more information: https://policies.google.com/privacy?hl=en-US	pagead/1p-user-list/#	Tracks if the user has shown interest in specific products or events across multiple websites and detects how the user navigates between sites. This is used for measurement of advertisement efforts and facilitates payment of referral-fees between websites.	Session

Can I delete the cookies?

Yes, you may delete the cookies yourself in your internet browser.

If you don't want cookies to be send to your device at all, you may change this via the cookie settings in your internet browser. Please keep in mind that some of the functions and services on the Website might not function (as good) without cookies.

Amendments to this Cookie Statement

This Cookie Statement may be amended from time to time. The most recent version of this Cookie Statement applies. We advise you to read this Cookie Statement regularly to see if there are any changes.

NovoServe B.V.
Hengelsestraat 201
7521 AC Enschede
The Netherlands
E: security@novoserve.com
W: www.novoserve.com
Chamber of Commerce: 59844299

NovoServe LLC
21010 Southbank St #805
Sterling, VA 20165
United States
E: security@novoserve.com
W: www.novoserve.com
Company Registration: 11037037