



COOKIES POLICY

Who we are. LANCE Platform Limited (company number: 06595918) (**We**) are committed to protecting and respecting your privacy.

How to contact us. You can contact us by writing to us at WeWork Offices, No.1 Spinningfields, Quay Street, Manchester, M3 3JE, United Kingdom or info@lanceplatform.com or by phoning us on (+44) 0161 791 1569.

What are cookies? Cookies are small text files which may be placed on your computer or mobile device when you visit a particular website. Cookies are used to help visitors navigate around websites effectively. They are also used to perform certain functions within a website/software, such as displaying certain content to you and remembering login details.

Cookies also provide information to the owners of a website to analyse visitor behaviour patterns, for example, how many visitors view a particular page.

More information about cookies and how to manage them can be found at www.allaboutcookies.org.

Our use of cookies: Both our website www.lanceplatform.com (**Website**) and software platform (accessed via the Website, or directly at app.lanceplatform.com) (**Software**) use cookies. We have set out below the types of cookies we may use on both the Website and Software, their purpose and how long these will remain on your device:

We use certain **necessary** cookies to enable you to access and navigate our Website, including:

Cookie Name	Purpose	Expiry (following collection)
intercom-session-*	The cookie is used as a session so that users can continue a chat (using our chat feature) as they move through the site	1 week

We use certain **statistical** cookies to enable us to better understand how visitors to our Website and Software and interact with their pages so we can improve our website, assess usage and understand our target audience. These cookies are anonymised and aggregated and do not identify you personally.

Cookie Name	Purpose	Expiry (following collection)
_ga	Used to generate statistical data in respect of how the visitor uses our Website and the Software.	24 months

_gid	Used to generate statistical data in respect of how the visitor uses our Website and the Software.	24 hours
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We share the above statistical cookies with Google Analytics who help us analyse how people are using our Website and the Software. To opt out of Google Analytics, click here <https://tools.google.com/dlpage/gaoptout>.

How to manage cookies: We will only collect and store cookies on your device with your consent. When you first navigate to our Website you will be presented with a notification which enables you to choose which cookies you accept. You can choose to accept some cookies and decline others. Please note that disabling any necessary cookies may cause our Website and the Software to function incorrectly.

Your internet browser also allows you to manage cookies. You will be able to remove and disable any cookies through the settings in your internet browser.

Please note – this information applies only to our Website and not to other websites to which this site links.

We may make changes. We may change the cookies we use from time to time so we recommend that you review this cookies policy and your cookies settings regularly.

Further information. If you would like any further information about how we use cookies, please contact us using the details above.