

Idently Cookie Policy

To improve your experience on our website, Idently uses cookies. Cookies are small text files stored on your computer or browser. These files remember when you visit a website and when you log in to an online portal.

Normally cookies do not find or contain any personal identifiable information (PII) from your computer. Any personal information they might contain will be a result of your input into a website form. When a cookie does store personal information from a web form it is coded so that it is unreadable to anyone but the party that created it.

This page explains what cookies are, how we use them to create a better experience for you and how you can control cookies on your computer.

How Idently Uses Cookies

We may collect information about your behaviour on our website when you visit. The cookies will allow us to analyze information such as how long you spend on our website and what pages you visit. We use this information to give you a more personal experience during your visits and in future visits to our website.

Types of Cookies

Here is some information on different types of cookies.

Temporary Cookies/Session Cookies

Session cookies are automatically removed from your browser once you close it. Websites use temporary cookies to store information like items you have recently browsed.

Persistent Cookies

These stay on your browser after it's closed and are often used so you don't have to re-enter information every time you visit a site. For example, if you abandon a

shopping cart and visit it again a few weeks later to find the items are still in your checkout – this will be because of persistent cookies.

First-Party Cookies

First-party cookies are set by the website you visit. They may be used to track preferences and even store personal information within a site.

Authentication Cookies

These are used by web servers to check whether or not you are logged in to serve you with private information related to your authentication.

Third-Party Cookies

Many sites use third-party cookies which collect data and send information to sites that do not have a direct relationship with the website you are visiting.

For example, Facebook uses cookies to track your web visits while you are logged in and serve up relevant and personalized ads.

Cookies that Idently Uses

Here is a list of cookies that Idently uses to improve your experience on our website and communications.

Third-Party Cookies

We use third-party products such as Salesforce, Live Chat, Oktopost and Act-On. These platforms use cookies to share behavioral information with us or with each other. For example, we like to know if social media is a good tool for us so we track social clicks back to our CRM Salesforce to see if our social posts are effective in generating revenue and leads.

Idently Certificate Center (GCC)

The Idently Certificate Center (GCC) uses session cookies to keep you logged in while your browser is open.

Google Analytics and Ads

These are first-party cookies which track your behaviour on our website. Google Analytics tracks a number of metrics related to the behaviour when you visit our website.

Our marketing and web teams use this information to improve the website so you can have a better experience in the future.

You can find more information here at [Google's privacy policy](#).

Location Cookies

We will use cookies to identify what version of our website to show to you. For example, someone visiting in Spain should see www.lidently.com/es whereas someone visiting in the UK will see www.lidently.com/en. This helps us identify which sales reps should phone you when you fill in a form or the correct times and currencies to display in our pricing tables.

[Find out more about cookies here.](#)

How to Remove Cookie Tracking

You can use the guides below to turn off cookies in your browser. If you do, we can't guarantee that your experience with the website will be as good as it will be if you do allow cookies.

Most internet browsers are automatically set to accept cookies. You can turn this off in your browser settings or erase past cookies.

Here is some information from the browsers on how to manage your cookies from your desktop:

- **Chrome:** <https://support.google.com/chrome/answer/95647?hl=en-GB>
- **Internet Explorer:** <https://support.microsoft.com/en-us/kb/278835>
- **Firefox:** <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- **Safari:** https://support.apple.com/kb/PH19214?locale=en_US

And if you want to manage cookies from your mobile device:

- **Apple:** <https://support.apple.com/en-gb/HT201265>
- **Android:** <https://support.google.com/chrome/answer/95647?hl=en-GB>
- **Blackberry:** <https://supportforums.blackberry.com/t5/Web-and-WebWorks-Development/How-to-Enable-browser-cookies-for-a-blackberry-browser/td-p/211133>
- **Windows Phone:** <https://www.windowsphone.com/en-GB/how-to/wp7/web/changing-privacy-and-other-browser-settings>