

# Cookie Policy

This Cookie Policy informs you about the cookies used on our website [www.neocard.com](http://www.neocard.com) that help us ensure the proper functioning of our website or monitor and analyse the behaviour of visitors of the website.

If we change the cookies technologies we use, we will update this Cookie Policy.

## What are cookies, and how do they work?

Cookies are small text files placed on your devices (computer or mobile phone) and stored by your internet browser from the websites you visit. Cookies pose no threat to devices and contain basic information about your internet use. When visiting a website, your internet browser sends these cookies back to our website every time you revisit it, so it may "remember" your actions and options for a certain period. As a result, you do not have to re-enter them each time, and we adjust the website's contents to suit your needs and collect important analytics tracking data for our website.

## How do we use cookies?

We use cookies so that:

- the website could recognise you and remember your preferences and settings;
- by analysing your actions on our website, we could constantly improve its functionality and make it easier to use.

We use different types of cookies and some cookies are placed by third-party services:

**Essential cookies.** These cookies are placed on our website by default. They cannot be disabled as enabling basic functions, allowing us to activate the website's basic browsing or access functions and identify irregular website behaviour.

**Functional cookies.** Help to personalise the webpage by remembering the visitor's preferences and settings and provide enhanced, more personal content and ads designed specifically about the visitor experience on the website. Without these functional cookies, we cannot save any settings information.

**Analytics cookies.** Let us recognise and track the number of visitors to our website and see how visitors browse our website, how a visitor founded a website, and where the visitor came from. These cookies help us understand how our website content performs, improve our website, and enhance the visitor experience.

**Advertising cookies.** We may use our cookies (created on our website) or third-party cookies (created by other websites) to deliver content, including advertisements relevant to your interests, on our website or third-party websites. The aim is to understand the usefulness of the advertisements and content delivered to you and ensure proper recommendations.

## What cookies do we use?

We use the following cookies:

Cookie name	Provider	Cookie purpose	Type	Cookie expiry
_ga	Google	Collects information about the website traffic, distinguishes users (does not directly identify anyone), and helps uniquely identify the users when they revisit our website. We used it to help identify trends and patterns in how visitors engage with our website.	HTTP Cookie	2 years
_gat	Google	Regulates the number of Google requests and throttles the request rate used by Google Analytics. We used it to limit the amount of user requests in order to maintain our website's performance.	HTTP Cookie	10 minutes
_gid	Google	Used to send data to Google Analytics about the visitor's device and behaviour. We use the information to improve our website.	HTTP Cookie	24 hours
_dd_s	Datadog	Used to group all events generated from a unique user session across multiple pages. The cookie is extended for an extra 15 minutes every time the user interacts with the website, up to the maximum user session duration (4 hours).  We use this data to store data related to the website's performance and receive web performance analytics.		15 minutes / 4 hours
dd_site_test_*	Datadog	Temporary cookie used to test for cookie support.		Expires instantly
dd_cookie_test_*	Datadog	Temporary cookie used to test for cookie support.		Expires instantly



### How to manage cookies on your device?

The cookies used by Neocard have no personal data and are not used for your identification. However, you can manage your cookie preferences manually by visiting the **Cookie Manage** section. Please note that some features of this website may not work as intended, and you may need to reset some options each time you visit our website.

You can also manage your preferences by changing your device's browser settings to stop using all or some cookies. Please follow your browser instructions. More info about cookies <http://www.allaboutcookies.org/>.

### Contact us

If you have any questions or comments regarding our Cookie Policy, please get in touch with us at [support@neocard.com](mailto:support@neocard.com).