

Cookie Policy

1. General information

This Cookie Policy governs the use of cookies by FAQBOT SC/SA, with registered offices at 7030 Saint-Symphorien, Chaussée du roi Baudoin 153 a company listed in the Belgian Trade and Companies Register under number 0670.656.812 (hereinafter “**FAQBOT**”, “**we**”, “**us**”, “**our**”) through its business activities and its website www.faqbot.co subdomains and/or folders, applications, services and any other means relating to information or communication, including emails (collectively referred to as “**Service**”).

Cookies are being collected from the User of the Service in accordance with the provisions of this Cookie Policy.

2. How FAQBOT uses cookies

2.1. About cookies

A cookie is a small text file sent from our Service and stored in your web browser when you visit our Service. The cookies may contain information about your use of our Service and enable us to recognize you and your device the next time you visit our Service. Further information on cookies can be found on <http://www.allaboutcookies.org/> or <http://www.aboutcookies.org/>.

This Cookie Policy explains how our cookies work and how you can choose to accept or decline them. Please be aware that not all cookies can be declined since some of the cookies are necessary for the functioning of our Service. You remain free at any time to disable cookies you have accepted. We explain how you can disable such cookies further below.

This cookie policy is in accordance with the Belgian law (Belgian Act of 13th June 2005 laying down provisions on electronic communications, BS 20/06/2005).

2.2. Which types of cookies do we use?

Name	Cookie type	Owner	Purpose	Personal data collected	Duration
C i _ - S e s - s i o n	Strictly necessary cookie	Faqbot	<p>This cookie is installed by Faqbot. The cookie is used to identify unique visitors and sessions on the Faqbot Service.</p> <p>The cookies store information anonymously and assign a randomly generated number, assigned to identify unique visitors.</p>	The personal data collected by this cookie mainly refers to IP address, Location data from IP Address,	2 hours
_ga	Analytical cookie	Google Analytics	<p>This cookie is installed by Google Analytics. The cookie is used to calculate visitors, session, campaign data, and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.</p>	<ul style="list-style-type: none"> • Online identifiers, including <ul style="list-style-type: none"> ○ cookie identifiers, ○ internet protocol addresses and ○ device identifiers; • Client identifiers <p>Provided to us in anonymised form</p>	2 years
_gid	Analytical cookie	Google Analytics	<p>The cookie is used to store information on how visitors use a website and helps in creating an analytics report of how the website is doing. The data collected including the number visitors, the source where they have come from, and the pages visited in an anonymous form.</p>	<ul style="list-style-type: none"> • Online identifiers, including <ul style="list-style-type: none"> ○ cookie identifiers, ○ internet protocol addresses and ○ device identifiers; • Client identifiers <p>Provided to us in anonymised form</p>	1 day
_gat	Performance cookie	Google Analytics	<p>This cookie is installed by Google Universal Analytics to throttle the request rate to limit the collection of data on high traffic sites.</p>	<ul style="list-style-type: none"> • Online identifiers, including <ul style="list-style-type: none"> ○ cookie identifiers, ○ internet protocol addresses and ○ device identifiers; • Client identifiers <p>Provided to us in anonymised form</p>	1 minute

2.3. Personal data

In accepting cookies to be stored on your web browser, we may collect certain personal data on you or link the data collected by the cookies to personal data we otherwise acquired. These personal data will always be processed and stored in accordance with our Privacy Policy, which can be found on our website.

2.4. Accepting cookies

Some of our cookies require your acceptance in order for you to be able to benefit from their functionalities. When you visit our website and Services, you will be prompted to accept or decline certain cookies by way of a banner. Please note that it is not possible to refuse any cookies which are indicated in the schedule above as strictly necessary.

Refusing certain non-essential cookies might additionally mean that some of our Services lose or are subject to lessened functionality.

You remain free to manage the cookies you accepted or declined via the specific cookie management section accessible via our website.

2.5. Managing cookies in your browser

You are additionally able to manage the cookies applicable to you in your browser. For example, the following hyperlinks tell you how to disable the use of cookies in some browsers and/or how to delete cookies:

- Chrome: <https://support.google.com/chrome/answer/95647?hl=en>;
- Internet Explorer: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>;
- Microsoft Edge: <https://support.microsoft.com/en-gb/help/4468242/microsoft-edge-browsing-data-and-privacy>;
- Mozilla Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox> and <https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop>;
- Safari: <https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac>.

We refer to article 2.3. of this Cookie Policy for the management of your cookie settings via our own cookie management section available on our website.

2.6. Changes to the Cookie Policy

We may change this Cookie Policy from time to time. Any changes we make in the future to our Cookie Policy will be published on this page and, if necessary, will be brought to your attention by email. Please check this page frequently for updates or changes to this document. Continued use of this Website, following the posting of changes to the Cookie Policy, implies your acceptance of these changes.

2.7. Contact us

Should you have any questions about this Cookie Policy or have the feeling that your interests are not or inadequately represented, you can contact us via email: hey@faqbot.co.