
COOKIE POLICY

BACKGROUND:

This website (“Our Site”) uses Cookies and similar technologies to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

“Cookie”	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”);
“personal data”	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by EU Regulation 2016/679 General Data Protection Regulation (“GDPR”); and
“We/Us/Our”	means Roast & Ground Limited, and any trading names thereof, a limited company registered in England under company number 04523314, whose registered address and main trading address is Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.
“Our Site”	means https://roastandground.co.uk and/or https://roastandgrounddirect.co.uk

2. Information About Us

2.1 Our Site is owned and operated by Roast & Ground Limited, a limited company registered in England under company number 04523314, whose registered address and main trading address is Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.

2.2 Our VAT number is 795384181.

- 2.3 Our Data Protection Officer is Catherine Gray, and can be contacted by email at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at the registered address.

3. **How Do Our Sites Use Cookies?**

- 3.1 Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products and/or services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

- 3.2 By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site for functional purposes. For more details, please refer to section 4 below.

- 3.3 All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

3.3.1 Strictly Necessary Cookies

A Cookie falls into this category if it is essential to the operation of Our Site, supporting functions such as logging in, your shopping basket, and payment transactions.

3.3.2 Analytics Cookies

It is important for Us to understand how you use Our Site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping Us to improve Our Site and your experience of it.

3.3.3 Functionality Cookies

Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

3.3.4 Targeting Cookies

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests. Some information gathered by targeting Cookies may also be shared with third parties.

3.3.5 Third Party Cookies

Third party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be

used by advertising services to serve up tailored advertising to you on Our Site, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

3.3.6 Persistent Cookies

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

3.3.7 Session Cookies

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

3.4 Cookies on Our Site are not permanent and will expire in the timescales set out below.

3.5 For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy.

3.6 For more specific details of the Cookies that We use, please refer to the table below.

4. What Cookies Do Our Sites Use?

The following third-party Cookies may be placed on your computer or device (Cookie descriptions have been copied directly from the relevant sites i.e. HubSpot, OpenCart and Google, to whom they are attributed and terms and subjects shall be read accordingly):

4.1 HubSpot Cookies (www.roastandground.co.uk)

Our site www.roastandground.co.uk is hosted on HubSpot. HubSpot is committed to privacy and protecting individual rights on the internet. HubSpot sets a number of tracking cookies when a visitor lands on our website so we can understand their behaviour better. If you're a visitor to our site the cookies below may be set on your browser, depending on the site's set up. You can learn more about the cookies on this link <https://knowledge.hubspot.com/reports/what-cookies-does-hubspot-set-in-a-visitor-s-browser>

Necessary cookies - These are essential cookies that do not require consent.

__hs_opt_out

- This cookie is used by the opt-in privacy policy to remember not to ask the visitor to accept cookies again.
- This cookie is set when you give visitors the choice to opt out of cookies.
- It contains the string "yes" or "no".
- It expires in 13 months.

__hs_do_not_track

- This cookie can be set to prevent the tracking code from sending any information to HubSpot.
- Setting this cookie is different from opting out of cookies, as it still allows anonymized information to be sent to HubSpot.
- It contains the string "yes".
- It expires in 13 months.

__hs_initial_opt_in

- Used to prevent the banner from always displaying when visitors are browsing in strict mode.
- It contains the string "yes" or "no".
- It expires in seven days.

__hs_cookie_cat_pref

- This cookie is used to record the categories a visitor consented to.
- It contains data on the consented categories.
- It expires in 13 months.

hs_ab_test

- This cookie is used to consistently serve visitors the same version of an A/B test page they've seen before.
- It contains the id of the A/B test page and the id of the variation that was chosen for the visitor.
- It expires at the end of the session.

<id>_key

- When visiting a password-protected page, this cookie is set so future visits to the page from the same browser do not require login again.
- The cookie name is unique for each password-protected page.
- It contains an encrypted version of the password so future visits to the page will not require the password again.
- It expires in 14 days.

hs-messages-is-open

- This cookie is used to determine and save whether the chat widget is open for future visits.
- Set in browser when starting a new chat, and resets to re-close the widget after 30 minutes inactivity.
- It contains a boolean value of True if present.
- It expires in 30 minutes.

hs-messages-hide-welcome-message

- This cookie is used to prevent the chat widget welcome message from appearing again for one day after it is dismissed.
- It contains a boolean value of True or False.
- It expires in one day.

hsmem

- This cookie is set when visitors log in to a HubSpot-hosted site.
- It contains encrypted data that identifies the membership user when they are currently logged in.
- It expires in one year.

hs-membership-csrf

- This cookie is used to ensure that content membership logins cannot be forged.
- It contains a random string of letters and numbers used to verify that a membership login is authentic.
- It expires at the end of the session.

hs_langswitcher_choice

- This cookie is used to save the visitor's selected language choice when viewing pages in multiple languages.
- It gets set when an end user selects a language from the language switcher and is used as a language preference to redirect them to sites in their chosen language in the future, if they are available.
- It contains a colon delimited string with the ISO639 language code choice on the left and the top level private domain it applies to on the right. An example will be "EN-US:hubspot.com".
- It expires in two years.

__cfduid

- This cookie is set by HubSpot's CDN provider, Cloudflare. It helps Cloudflare detect malicious visitors to your website and minimizes blocking legitimate users.
- It may be placed on your visitors' devices to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It is necessary for supporting Cloudflare's security features.
- Learn more about this cookie from Cloudflare.
- It is a session cookie that lasts a maximum of 30 days.

__cfuid

- This cookie is set by HubSpot's CDN provider because of their [rate limiting policies](#). Learn more about [Cloudflare cookies](#). It expires at the end of the session.

Analytics cookies

These are non-essential cookies controlled by the cookie banner you can opt out of these cookies by not giving consent.

__hstc

- The main cookie for tracking visitors.
- It contains the domain, utk, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).
- It expires in 13 months.

hubspotutk

- This cookie keeps track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts.
- It contains an opaque GUID to represent the current visitor.
- It expires in 13 months.

__hssc

- This cookie keeps track of sessions.
- This is used to determine if HubSpot should increment the session number and timestamps in the __hstc cookie.
- It contains the domain, viewCount (increments each pageView in a session), and session start timestamp.
- It expires in 30 minutes.

hssrc

- Whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser.
- If this cookie does not exist when HubSpot manages cookies, it is considered a new session.
- It contains the value "1" when present.
- It expires at the end of the session.

Other functionality cookies

Chatflow cookie

This is the cookie used for the [chatflows tool](#). If you're a visitor, this allows you to chat with a representative on the site.

messagesUtk

- This cookie is used to recognize visitors who chat with you via the chatflows tool. If the visitor leaves your site before they're added as a contact, they will have this cookie associated with their browser.
- If you chat with a visitor who later returns to your site in the same cookie'd browser, the chatflows tool will load their conversation history. The cookie is controlled by the Consent to collect chat cookies setting in your chatflow.
- If this setting is disabled, the cookie is controlled by the Consent to process setting in your chatflow.
- HubSpot will not drop the messagesUtk cookie for visitors who have been identified through the Visitor Identification API. The analytics cookie banner will not be impacted.
- This cookie will be specific to a subdomain and will not carry over to other subdomains. For example, the cookie dropped for info.example.com will not apply to the visitor when they visit www.example.com, and vice versa.
- It contains an opaque GUID to represent the current chat user.
- It expires in 13 months.

Cookies from third-party systems

HubSpot cannot control cookies placed by third-party scripts on your website. When a visitor accepts cookies via the HubSpot consent banner, they consent to HubSpot's cookies only.

However, you can put code in place to know when a user has accepted or declined HubSpot cookie tracking, then send that information to your third-party system. Learn more about using HubSpot's consent banner for third-party scripts.

4.2 Opencart Cookies (www.shop.roastandground.co.uk)

At times we may use the following cookies on our shop.roastandground.co.uk website which uses the Opencart platform to provide account customers with an online shop platform.

- Tracking - used by the Opencart affiliate system
- Currency - used to define the currency in which product prices will be shown
- Language - used to define the language Opencart will load
- Amazon_Login_state_cache - used by the Amazon extensions integrated in Opencart
- PHPSESSID - this cookie holds the ID of the customer session.

4.3 Word Press & Woo Commerce Cookies (www.roastandgrounddirect.co.uk)

TO BE CHECKED WITH REHAN

roastandgrounddirect.co.uk uses Word Press and Woo Commerce for transactional elements.

Word Press

By default, WordPress generates two types of cookies unless you tell it to do otherwise.

These include:

1. **Session cookies.** These save you from having to log in over and over again on the same sites.

2. **Comments cookies.** Whenever you comment on a WordPress website, it will save some of your details so you don't have to re-enter them later. That can include your username, email address, and more.

WordPress plugins and other third-party tools also make extensive use of cookies. Likewise, analytics plugins tend to use cookies to store user behaviour data.

WooCommerce

Cookies depend on specific features that are enabled on a store. The cookies are active when a user interacts with one of these features or to allow admin functions to be performed from within the store's dashboard (/wp-admin). Details are provided in tables below, listing various cookies that are set for users of stores with the WooCommerce plugin installed.

Store front end:

COOKIE NAME	DURATION	PURPOSE
woocommerce_cart_hash	session	Helps WooCommerce determine when cart contents/data changes.
woocommerce_items_in_cart	session	Helps WooCommerce determine when cart contents/data changes.
wp_woocommerce_session_	2 days	Contains a unique code for each customer so that it knows where to find the cart data in the database for each customer.
woocommerce_recently_viewed	session	Powers the Recent Viewed Products widget.
store_notice[notice id]	session	Allows customers to dismiss the Store Notice .

No personal information is stored within these cookies.

Store dashboard (/wp-admin):

COOKIE NAME	DURATION	PURPOSE
woocommerce_snooze_suggestions__[suggestion]	2 days	Allows dashboard users to dismiss Marketplace suggestions , if enabled.
woocommerce_dismissed_suggestions__[context]	1 month	Count of suggestion dismissals, if enabled.
tk_ai	session	Stores a randomly-generated anonymous ID. This is only used within the dashboard (/wp-admin) area and is used for usage tracking, if enabled.

4.4 Google Cookies

__utma

This is the main way Google Analytics tracks unique visitors. Stored in this cookie is a unique visitor ID, the date and time of their first visit, the time their current visit started and the total number of visits

they have made. The `__utma` cookie is a persistent cookie that expires in two years. With each new visit, the expiration date is refreshed.

`__utmb`

This is how Google Analytics decides whether a visit has timed out and also how deep a visit has gotten. It stores the number of pageviews in the current visit and the start time of the visitor's current visit. The `__utmb` cookie is a persistent cookie that expires in 30 minutes. Each pageview refreshes it.

`__utmc`

The `__utmc` cookie is the only session cookie used by Google Analytics. Its only purpose is to register that the visit ended if the browser gets closed.

`__utmz`

This is the traffic source cookie. It contains all of the traffic source information for the current visit, if it was different from the previous visit. If no traffic source information can be found for the current visit, the cookie is not changed. This is the way that Google Analytics attributes visit information, including conversions and transactions to a traffic source. It does not contain historical information for previous sources. This is a persistent cookie with a catch: it expires in six months and is only refreshed when the traffic source changes. Every other cookie is refreshed with each pageview. The impact of this is that a banner ad that brings a visitor to your site will get the credit for all future direct visits for up to six months. After six months, if there have not been visits from any other source, the cookie will expire and start to attribute information to direct visits.

`__utmv`

This is the user-defined variable cookie. Developers can segment visitors by custom variables by calling a native JavaScript method. This new variable gets stored in a persistent cookie which expires in two years.

5. Consent and Control

- 5.1 When you visit Our Site cookies may be placed on your computer or device. By visiting Our Site you are giving your consent to the placing of Cookies and you are enabling Us to provide the best possible experience and service to you.
- 5.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most browsers enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 5.3 The links below provide instructions on how to control Cookies in mainstream browsers:
 - 5.3.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
 - 5.3.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
 - 5.3.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
 - 5.3.4 Safari (iOS): <https://support.apple.com/en-gb/HT201265>

- 5.3.5 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
- 5.3.6 Android:
<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en> (Please refer to your device's documentation for manufacturers' own browsers)

6. **Changes to this Cookie Policy**

- 6.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.
- 6.2 In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

7. **Further Information**

- 7.1 For more about how We use Cookies, please contact Us at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.
- 7.2 For more information about privacy, data protection and our terms and conditions, please click the applicable links on our website.

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