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## COOKIE POLICY

### 1. What are cookies?

This Cookie Policy explains what cookies are, how we use them, the types of cookies we use (i.e., the information we collect using cookies and how that information is used), and how to manage your cookie settings.

Cookies are small text files used to store small pieces of information. They are stored on your device when a website loads in your browser. These cookies help ensure that the website functions properly, enhance security, provide a better user experience, and analyse performance to identify what works and where improvements are needed.

This Cookie Policy should be read together with our separate **Privacy Policy**, which describes more generally how we process personal data and your rights as a data subject under the General Data Protection Regulation (Regulation (EU) 2016/679, "GDPR"), the Cyprus Law 125(I)/2018, and applicable data-protection law.

### 2. How do we use cookies?

Like most online services, our website uses both first-party and third-party cookies for various purposes. First-party cookies are primarily necessary for the website to function properly and do not collect any personally identifiable data.

The third-party cookies used on our website primarily help us understand how the website performs, track how you interact with it, keep our services secure, deliver relevant advertisements, and enhance your overall user experience while improving the speed of your future interactions with our website.

**Strictly necessary cookies** are set without prior consent in reliance on the exemption set out in Article 5(3) of the ePrivacy Directive (2002/58/EC, as amended by Directive 2009/136/EC). **Functional cookies** are set only after you have provided opt-in consent through our cookie consent banner. **Analytics and advertising cookies** are set on your device **only after** you have provided specific opt-in consent through our cookie consent banner. You can withdraw your consent at any time by clicking the "Consent Preferences" link in our website footer.

For marketing attribution data, we additionally implement **server-side consent gating**: marketing-attribution information (such as UTM parameters and referrer data) captured at the moment of your first visit is held in a short-lived server-side session and is **not written to your device** until you have actively granted consent to the "Advertisement" category. If you decline or withdraw consent, the server-side session is purged and no advertising cookies are set.

In addition to cookies, we use **pixels, JavaScript tags, and similar technologies** — including the Meta Pixel, Reddit Pixel, X Universal Website Tag, and Google Conversion Linker — which constitute "similar technologies" within the meaning of Article 5(3) of the ePrivacy Directive (as confirmed by EDPB Guidelines 2/2023). These technologies access your browser or terminal device and are subject to the **same consent requirements** as non-essential cookies. Where we use Google's measurement and advertising tags, we implement **Google Consent Mode v2**, which ensures that Google's scripts operate in a privacy-preserving, anonymised mode for users who have not consented.

### 3. Types of cookies we use

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### 3.1. Required

Essential for the site to work — log-in, language, security, and consent recording. Always on, no consent required.

Cookie	Duration	Description
<b>fp</b>	9 hours	Hostman's own anti-fraud signal. Stores a short-lived technical identifier (max 9 hours) used only to detect bots, fraudulent sign-ups, and brute-force attempts. First-party, not shared with anyone, not used for tracking or ads. Required for site security. Legal basis: legitimate interests (Art. 6(1)(f) GDPR, Recital 49); Art. 5(3) ePrivacy exemption (strictly necessary for security).
<b>rc::a</b>	Never expires	Set by Google reCAPTCHA on forms (sign-up, login, contact) to distinguish humans from bots and block spam and abuse. Data collected by reCAPTCHA (including IP address, browser characteristics, and behavioural signals) is transferred to Google LLC (United States). Transfers rely on the EU-US Data Privacy Framework (Google LLC is DPF-certified), supplemented by Standard Contractual Clauses. Processing is governed by the Google Cloud Data Processing Addendum. Legal basis: legitimate interests (Art. 6(1)(f) GDPR) – protection against automated abuse and fraud. Required for form security.
<b>rc::c</b>	Session	Set by Google reCAPTCHA on forms (sign-up, login, contact) to distinguish humans from bots and block spam and abuse. Data collected by reCAPTCHA (including IP address, browser characteristics, and behavioural signals) is transferred to Google LLC (United States). Transfers rely on the EU-US Data Privacy Framework (Google LLC is DPF-certified), supplemented by Standard Contractual Clauses. Processing is governed by the Google Cloud Data Processing Addendum. Deleted when you close your browser. Legal basis: legitimate interests (Art. 6(1)(f) GDPR) – protection against automated abuse and fraud. Required for form security.
<b>__cf_bm</b>	1 hour	Set by Cloudflare, Inc. (United States) when you interact with the embedded G2 Reviews widget on our Website. Cloudflare uses this cookie to distinguish automated bot requests from genuine users, protecting the widget from abuse. Data collected includes IP address and browser behaviour signals. Legal basis: legitimate interests (Art. 6(1)(f) GDPR, Recital 49).
<b>use_lang</b>	Session	Remembers the language you have chosen (e.g., English, German, Spanish) so the site stays in that language as you browse. No personal data, no tracking.
<b>crisp-client*</b>	6 months	Set only after you actively open the chat widget. Keeps your support conversation going across pages and visits so you don't have to re-explain your issue. Set by Crisp IM SARL (our chat provider) acting as a data processor under a Data Processing Agreement. Art. 5(3) ePrivacy exemption — set only upon your explicit request to use the chat feature; strictly necessary to provide the information-society service explicitly requested by you.
<b>cookieyes-consent</b>	1 year	Remembers your cookie consent choices (accepted/rejected categories, consent date and version) so we do not ask you again every visit. Set by our consent management tool (CookieYes Limited). No personal data about you.
<b>cookietest</b>	Session	A quick technical check by our frontend to confirm your browser accepts cookies. Single-session, no value beyond a technical marker, deleted when you close the browser. Art. 5(3) ePrivacy exemption (strictly necessary for the site to function).

### 3.2. Functional

Remember your personal display preferences. Set only with your consent.

Cookie	Duration	Description
<b>data-theme</b>	1 year 1 month 4 days	Saves your choice of light or dark display mode when you switch the theme on our Website. Set only after you have consented to Functional cookies. Without your consent, this cookie will not be set and the site will revert to its default theme on each visit. No tracking, no profiling, no advertising. Legal basis: consent (Art. 6(1)(a) GDPR; Art. 5(3) ePrivacy Directive).

### 3.3. Analytics

Help us see how the site is used overall, via Google Analytics. Aggregated, pseudonymous, no ad profiles. Set only with your consent.

Cookie	Duration	Description
<b>_ga_*</b>	1 year 1 month 4 days	Set by Google Analytics 4 to track session state (when a session starts and ends) for our website. Operated by Google LLC with appropriate GDPR safeguards for any onward data transfer. Google LLC is certified under the EU-US Data Privacy Framework; transfers are additionally covered by Standard Contractual Clauses (Commission Decision 2021/914). Set only with your consent. Legal basis: consent (Art. 6(1)(a) GDPR).
<b>_ga</b>	1 year 1 month 4 days	Set by Google Analytics to assign a random pseudonymous ID that lets us count unique visitors and analyse traffic patterns — without directly identifying you. Operated by Google LLC with appropriate GDPR safeguards. Google LLC is certified under the EU-US Data Privacy Framework; transfers are additionally covered by Standard Contractual Clauses (Commission Decision 2021/914). Set only with your consent. Legal basis: consent (Art. 6(1)(a) GDPR).

### 3.4. Advertisement

Let us show you Hostman ads on Facebook, Instagram, X, Reddit, and Google, and measure their results. All advertising cookies and pixels are loaded only with your explicit opt-in consent. Legal basis: consent (Art. 6(1)(a) GDPR).

Cookie	Duration	Description
<b>aors_fc</b>	9 hours	Records the first marketing source that brought you to our site (UTM parameters and referrer). Set by Hostman only after you consent to advertising cookies; before consent, this data is held server-side and discarded if you decline. Later linked to sign-ups to know which campaign worked.
<b>aors_lc</b>	9 hours	Records the most recent marketing source that brought you back to our site (UTM parameters and referrer). Updated each time you arrive from a new source. Set by Hostman only after you consent to advertising cookies; before consent, held server-side and discarded if you decline.
<b>aors_user</b>	9 hours	Records the specific campaign you came from when a utm_source is present in the URL. Set by Hostman only after you consent to advertising cookies; before consent, held server-side and discarded if you decline. Used to credit sign-ups to the right campaign.
<b>_fbp</b>	3 months	Set by Meta Pixel (Facebook). Pseudonymous browser identifier used to measure conversions from Meta ads and to show you relevant Hostman ads on Facebook, Instagram, and Meta's ad network.

		The Meta Pixel is only loaded after you consent to Advertisement cookies. Controller for EU/EEA visitors: Meta Platforms Ireland Ltd., with appropriate GDPR safeguards for any onward processing.
<b>_twpid</b>	1 year 24 days	Set by X (formerly Twitter) via their Universal Website Tag. Pseudonymous ID used to measure conversions from X ads and to show you relevant Hostman ads on X. First-party on our domain but read by X. The X Universal Tag is only loaded after you consent to Advertisement cookies. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>_gcl_au</b>	3 months	Set by Google Ads Conversion Linker. Remembers the Google Ads click ID (GCLID) so we can credit a sign-up or purchase back to the right Google Ads campaign. Operated by Google LLC with appropriate GDPR safeguards.
<b>_rdt_uuid</b>	3 months	Set by Reddit Pixel. Pseudonymous ID used to measure conversions from Reddit ads and to show you relevant Hostman ads on Reddit. Operated by Reddit, Inc.; transfers rely on Standard Contractual Clauses (Art. 46 GDPR).
<b>guest_id_marketing</b>	1 year 1 month 4 days	Set by X (formerly Twitter) when their advertising pixel or social plugin loads. Pseudonymous ID used to track you across sites with X advertising tools for ad attribution and audience targeting. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>guest_id_ads</b>	1 year 1 month 4 days	Set by X (formerly Twitter) via their conversion pixel. Pseudonymous ad ID used to measure X ad performance and support retargeting on the X platform. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>personalization_id</b>	1 year 1 month 4 days	Set by X (formerly Twitter) to personalise content, ad recommendations, and embedded posts/share buttons across X. Also stores how you use our site for cross-site ad targeting. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>guest_id</b>	1 year 1 month 4 days	Set by X (formerly Twitter) to assign a guest ID and check whether you're signed in to X. Used for tracking, advertising preferences, and X features across sites. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>muc_ads</b>	1 year 1 month 4 days	Set by X (formerly Twitter) on the t.co domain (their link shortener). Records how you interact with X ads and shortened links for ad performance measurement and retargeting. Controller for EU/EEA visitors: X Internet Unlimited Company (Dublin, Ireland), with appropriate GDPR safeguards.
<b>test_cookie</b>	15 minutes	Set by Google DoubleClick (Google's ad platform) to check if your browser accepts cookies — a prerequisite before further advertising cookies are set. Operated by Google LLC with appropriate GDPR safeguards. Set only with your consent.

#### 4. International data transfers

Some of the cookies described above are set by, or transmit information to, third parties whose parent entities or sub-processors are established outside the European Economic Area. Where this is the case, the relevant transfers rely on appropriate safeguards under Chapter V GDPR — typically the EU-US Data Privacy Framework (for participating recipients) and/or the European Commission's Standard Contractual Clauses (Decision 2021/914) under Article 46 GDPR.

Reddit, Inc. is not currently certified under the EU-US Data Privacy Framework; transfers to Reddit therefore rely solely on Standard Contractual Clauses. We monitor the certification status of our partners on an ongoing basis and update this Cookie Policy if a transfer mechanism changes.

Transfers to CookieYes Limited (United Kingdom) are covered by the EU adequacy decision for the United Kingdom, renewed by the European Commission on 19 December 2025 and valid until 27 December 2031.

## 5. Manage cookie preferences

### 5.1. Consent Preferences

You can modify your cookie settings at any time by clicking the "**Consent Preferences**" link in our website footer. This will allow you to revisit the cookie consent banner and update your preferences or withdraw your consent immediately.

Additionally, different browsers offer various methods to block and delete cookies used by websites. You can adjust your browser settings to block or delete cookies. Below are links to support documents on how to manage and delete cookies in major web browsers:

- a) Chrome: <https://support.google.com/accounts/answer/32050>
- b) Safari: <https://support.apple.com/en-in/guide/safari/sfri11471/mac>
- c) Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>
- d) Microsoft Edge: <https://support.microsoft.com/en-us/help/4027947>

If you are using a different web browser, please refer to its official support documentation.

**Global Privacy Control (GPC):** We respect browser-level privacy signals. If your browser or browser extension sends a Global Privacy Control (GPC) signal when you visit our Website, we treat it as equivalent to a withdrawal of any previously given consent to non-essential cookies and will configure your preferences accordingly. The GPC signal does not affect strictly necessary cookies, which are set independently of consent.

## 6. Your rights

Where cookies process personal data relating to you, you can exercise the rights afforded by the GDPR, including the rights of access, rectification, erasure, restriction, portability, objection, and withdrawal of consent. The full set of rights and the way to exercise them is described in our separate **Privacy Policy**, available on our website. For any cookie-related request — including withdrawal of consent — you can contact us at [info@hostman.com](mailto:info@hostman.com).

## 7. Changes to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in the cookies we use, in our processors, in the legal basis for processing, or in applicable law. The "Effective date" and "Last updated" fields at the top of this document indicate when this Cookie Policy was last revised. Material changes will be brought to your attention through the cookie consent banner or another prominent notice on our website.

## 8. Contact

For questions about this Cookie Policy, please contact us by email at [info@hostman.com](mailto:info@hostman.com), or by post at Hostman LTD, 28 Oktovriou, 367, Mediterranean Court, Floor 1, Office A5, 3107, Limassol, Cyprus.

You also have the right to lodge a complaint with the Office of the Commissioner for Personal Data Protection of the Republic of Cyprus (Iasonos 1, 1082 Nicosia, Cyprus; website: [dataprotection.gov.cy](http://dataprotection.gov.cy)), or with the supervisory authority of your country of residence.

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