COOKIE POLICY

Our website may place and access certain cookies on your computer. We use cookies to improve your experience of using this website and to improve our range of products and services.

Before we place cookies on your computer, you will be presented with a message bar requesting your consent to set those cookies. By giving your consent to the placing of these cookies, you are enabling us to provide a better experience and service to you. You may, if you wish, deny consent to the placing of cookies; however certain features of our website may not function fully or as intended.

What is a cookie?

A cookie is a small text file that we store on your browser or the hard drive of your device if you agree. Cookies contain information that is transferred to your device's hard drive.

Types of cookies and why we use them

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log in to secure areas of our website.

- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences.

- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website

and the information displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie Title	Cookie Type	Cookie Usage/Purpose
XSRF-TOKEN	XSRF-TOKEN	Prevent Cross-Site Request Forgery (XSRF/CSRF) attacks
_ga	_ga	Used to distinguish users.
_gid	_gid	Used to distinguish users.
_gat_*	_gat_*	Used to distinguish users.
_lfa	_lfa	Website domain only to set a unique identifier to separate different visitors.
lfuuid	lfuuid	Registers a unique ID for a website visitor, which logs how the visitor uses the website. The data is used for statistics.
trustedstays_session	trustedstays_session	unique identifier for the user. Used by the system framework
visited	visited	used to identify new visitors
_hjClosedSurveyInvites	_hjClosedSurveyInvites	Hotjar cookie that is set once a user interacts with an External Link Survey invitation modal. It is used to ensure that the same invite does not reappear if it has already been shown.
_hjDonePol	_hjDonePolls	Hotjar cookie that is set once a user completes a survey using the On-site Survey widget. It is used to ensure that the

ls		same survey does not reappear if it has already been filled in.
_hjMinimizedPolls	_hjMinimizedPolls	Hotjar cookie that is set once a user minimizes an On-site Survey widget. It is used to ensure that the widget stays minimized when the user navigates through your site.
_hjShownFeedbackMessage	_hjShownFeedbackMessage	Hotjar cookie that is set when a user minimizes or completes Incoming Feedback. This is done so that the Incoming Feedback will load as minimized immediately if the user navigates to another page where it is set to show.
_hjSessionTooLarge	_hjSessionTooLarge	Causes Hotjar to stop collecting data if a session becomes too large. This is determined automatically by a signal from the WebSocket server if the session size exceeds the limit.
_hjSessionRejected	_hjSessionRejected	If present, this cookie will be set to '1' for the duration of a user's session, if Hotjar rejected the session from connecting to our WebSocket due to server overload. This cookie is only applied in extremely rare situations to prevent severe performance issues.
_hjSessionResumed	_hjSessionResumed	A cookie that is set when a session/recording is reconnected to Hotjar servers after a break in connection.
_hjid	_hjid	Hotjar cookie that is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.
_hjRecordingLastActivity	_hjRecordingLastActivity	This should be found in Session storage (as opposed to cookies). This gets updated when a user recording starts and when data is sent through the WebSocket (the user performs an action that Hotjar records).

_hjTLDTest	_hjTLDTest	When the Hotjar script executes we try to determine the most generic cookie path we should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, we try to store the _hjTLDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed.
_hjUserAttributesHash	_hjUserAttributesHash	User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated.
_hjCachedUserAttributes	_hjCachedUserAttributes	This cookie stores User Attributes which are sent through the Hotjar Identify API, whenever the user is not in the sample. Collected attributes will only be saved to Hotjar servers if the user interacts with a Hotjar Feedback tool, but the cookie will be used regardless of whether a Feedback tool is present.
_hjLocalStorageTest	_hjLocalStorageTest	This cookie is used to check if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in_hjLocalStorageTest has no expiration time, but it is deleted almost immediately after it is created.
_hjIncludedInPageviewSample	_hjIncludedInPageviewSample	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by your site's pageview limit.
_hjIncludedInSessionSample	_hjIncludedInSessionSample	This cookie is set to let Hotjar know whether that user is included in the data sampling defined by your site's daily session limit.
_hjAbsoluteSessionInProgress	_hjAbsoluteSessionInProgress	This cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie.

_hjFirstSeen	_hjFirstSeen	This is set to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.
_hjViewportId	_hjViewportId	This stores information about the user viewport such as size and dimensions.
_hjRecordingEnabled	_hjRecordingEnabled	This is added when a Recording starts and is read when the recording module is initialized to see if the user is already in a recording in a particular session.

Managing cookies

You can manage website cookies in your browser settings, and you always have the choice to change these settings by accepting, rejecting, or deleting cookies. If you choose to change your settings, you may find that certain functions and features will not work as intended. All browser settings are slightly different, so to manage cookies, you should refer to the relevant settings within your browser.

We understand that you may want to know more about cookies. Here are some useful resources that provide detailed information about types of cookies, how they are used, and how you can manage your cookie preferences: www.aboutcookies.org or www.allaboutcookies.org. Or you can contact us at any time via the contact details below.

Third party cookies

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

How to contact us

If you have any questions about our Cookie Policy, please contact us at hello@underthedoormat.com.