

Twig Cookies Policy

Twig Group Ltd, (Twig) use cookies and tracking technologies on our websites and mobile apps to enable us to analyse use of our online services, to improve your experience of our services, and to allow you to use certain features of the online services, such as sharing content via social networks or other communications channels. This policy describes Twig use of cookies and tracking technologies and provides information about how other entities may use such technologies in association with the operation of our main website (<https://twigcard.com>) and all of our websites, mobile applications, and HTML-formatted emails that link to or reference this Cookie Policy (collectively, “Digital Services”).

This policy includes information about:

- Cookies and online tracking technologies;
- How we use cookies and tracking technologies;
- Your choices; managing cookies and opting out; and
- How to contact us.

To find out more about our approach to privacy please read our Privacy Policy.

Cookies and online tracking technologies

Web Browser Cookies

A web browser cookie is a small text file that is sent by a website to your computer or mobile device where it is stored by your web browser. Web browser cookies may store information such as your IP address or other identifier, your browser type, and information about the content you view and interact with on the Digital Services. By storing such information, web browser cookies can remember your preferences and settings for online services and analyze how you use online services.

Tracking Technologies: Web Beacons/Gifs, Pixels, Page Tags, Script

Emails and mobile apps may contain a small transparent image files or lines of code to record how you interact with them. This information is used to help website and app publishers better analyse and improve their services.

Tracking Via Mobile Apps

When you use our mobile applications, we may record unique identifiers associated with your device (such as the device ID and IP address), your activity within the App and your network location. This information may be used to analyse and improve our Digital Services.

How we use cookies and tracking technologies

We use cookies and tracking technologies to remember your preferences and settings; to remember information that you may enter online; to keep you logged in to portals that we may offer; to generate aggregate statistics about how people use our Digital Services; for error management and troubleshooting; to help you

share content with others; and to improve your experience of the Digital Services.

We may give you the option to share content from the Digital Services on social networks or other communications channels. To support this, we may use third parties to help us and provide content sharing services. Those third parties may also set cookies or other tracking technologies on your computer or device. Please see their privacy policies for more information.

Analytics on Our Digital Services

We use Google Analytics to collect statistical information about how our Digital Services are used. Google Analytics services involve the use of cookies that collect information such as your IP address or other identifiers, browser information, and information about the content you view and interact with to record how you use our Digital Services.

These analytics services help us to know how many users we have, which parts of our sites are most popular, what browsers are used (so we can maximize compatibility), the country or region where our users are located, and the demographics and interests of our users. This enables us to better understand who is using our Digital Services and to improve how we present content on the Digital Services.

Google Analytics cookies may retain information for up to two years.

Your choices: managing cookies and “opting out”

Opting Out of Analytics Cookies

To find out more about the Google Analytics services used on our Digital Services and to opt-out please visit: <https://tools.google.com/dlpage/gaoptout>.

Managing Cookies and Local Storage on Your Device

You can choose how web browser cookies are handled by your device via your browser settings, including to refuse or delete all cookies. Some devices allow you to control this through via your device settings. If you choose not to receive cookies at any time, the website may not function properly and certain services will not be provided. Each browser and device is different, so check the settings menu of browser or device to learn how to change your advertising settings/cookie preferences. You can find information on how to manage cookie settings on certain browsers and their respective sites.

How to contact us

If you have any questions or concerns about our use of cookies and other tracking technologies, please contact [**support@twig-group.com**](mailto:support@twig-group.com).