

COOKIE POLICY

This website is operated by Hyve Limited trading as Hyve Managed Hosting. We are a leading, fully managed hosting provider. We offer tailor-made support and management hosting solutions, including mission-critical private and managed cloud, dedicated servers, security, and colocation services to a wide range to organisations nationally and internationally. For more information, please see our [About Us](#) section.

This Cookie Policy should be read together with our [Privacy Policy](#) which sets out how, and why we collect, store, use and share personal information generally, as well as your rights in relation to your personal information and details of how to contact us and supervisory authorities if you have a complaint.

1. OUR WEBSITE

- 1.1. This Cookie Policy only relates to your use of our website, www.hyve.com.
- 1.2. Throughout our website, we may link you to other websites owned and operated by third parties; for example, our social media sites: Facebook, YouTube, Twitter, LinkedIn, and Instagram. These other third-party websites may also use cookies or similar technologies in accordance with their own separate policies. For privacy information relating to these other third-party websites, please consult their policies as appropriate.

2. COOKIES

2.1. What are cookies?

Cookies are small files of letters and numbers stored on your browser or device that enable the cookie owner to recognize the device when it visits websites or uses online services. The website you visit may set cookies directly, known as first-party cookies, or may trigger cookies set by other domain names, known as third-party cookies.

2.2. There are two (2) types of cookies: Session and Persistent cookies:

- (i) Session cookies: These allow our website to link your actions during a particular browsing session. These expire each time you close your browser and do not remain on your device afterwards.
- (ii) Persistent cookies: These are stored on your device in between browser sessions. These allow your preferences or actions across our website to be remembered. These will remain on your device for up to two (2) years, or when you delete them from your cache.

- 2.3. Hyve's [Privacy Policy](#) describes our practices for any personal data that our first-party cookies collect, store or use, including the legal basis for processing your Personal Data.
- 2.4. Except for strictly necessary cookies, all first-party cookies set by this website will expire no later than two (2) years after your last website visit.
- 2.5. Please see Section 3 below for a list of individual first-party and third-party cookies potentially used on this website, their specific purposes, and duration.

3. TYPES OF COOKIES WE USE

We may use the following types of cookies:

3.1. Strictly necessary cookies

Our website requires the use of these cookies to properly operate or provide necessary functions relating to the services you request, such as our Hyve LiveChat query tool. Without these cookies our website would not work.

3.2. Functionality cookies

These cookies enable helpful but non-essential website functions that improve website experience, such as recognising you when you return to our website. They may also allow us to keep track of your specified preferences which allows us to monitor your likes and dislikes, such as your region and configuration preferences. These cookies do not enable identification over time and across websites.

3.3. Performance cookies

These cookies collect information about how you use our website, e.g., which pages you go to most often. These cookies do not collect personally identifiable information about you. All information collected by these cookies is aggregated and anonymous, and is only used to improve how our website works.

3.4. Analytical cookies

These cookies 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 how our website works by, for example, ensuring that users can easily find what they need on our website. These cookies generate Aggregated Data that are not associated with an individualised profile/Personal Data (please see [Privacy Policy](#) for further information).

3.5. Advertising cookies

These cookies enable different advertising related functions. They may allow us to record information about your visit to our website, such as pages visited, links followed and videos viewed so we can make our website and the advertising displayed on it more relevant to your interests.

3.6. Third-Party cookies

Our website may contain helpful but non-essential gestures or plug-ins enabling third-party services that use cookies, such as social network connectors, advertising networks, or web traffic analysis services. These cookies may enable visitor's identification across websites and over time. We do not control third-party use of cookies, their duration, or their ability to share information with other third-parties. We encourage you to review each party's cookie disclosure.

4. YOUR COOKIE CHOICES

- 4.1. You retain the right to determine whether to accept or reject cookies that are not strictly necessary. You may withdraw your consent or opt-out of non-essential cookies by disabling them in Section 6 below.
- 4.2. You may also use your browser settings to reject all, or certain, cookies. However, if you do block all cookies this may result in you not being able to access particular features of our website.
- 4.3. If you would like to monitor and/or control the cookies that exist on your device, you could:
 - (i) view cookies stored on your hard drive;
 - (ii) choose whether or not to permit cookies to be set by default;
 - (iii) delete the cookies stored on your hard drive.
- 4.4. Most web browsers allow you to directly block all cookies, or just third-party cookies, through your browser settings. You can typically do this by entering the 'Settings', 'Options', or 'Preferences' menu of your browser; the 'Help' option

can also provide more instruction. However, using your browser settings to block all cookies, including strictly necessary ones, may interfere with proper website operation.

4.5. You may further submit any questions, comments or requests at any time by contacting legal@hyve.com.

5. CHANGES TO OUR COOKIE USES

We will post any changes to the way we use cookies on this page. If the changes materially alter how we use cookies, we will post a notice on our website, please check back frequently to see any updates or changes to our cookie notice.

6. COOKIES USED ON HYVE.COM

[Click here](#) to view Cookies in use.

7. DOCUMENT HISTORY

Revision Date	Version No.	Amendment	Authorised by:	New Version No.
1 st January 2022	1.1	Created by Jamie Todd	Laura Prees	1.2
10 th January 2023	1.2	Amended by Briona Gander	Jamie Todd	1.3
31 st August 2023	1.3	Amended by Kaliah Barker	Jamie Todd	1.4