Cookie Policy

You can modify your choice of cookies, accept or refuse cookies at any time by clicking on Cookie Management.

Siilo uses Cookies and similar technologies to enable and facilitate your browsing, personalize the content offered to you, or to perform visit statistics. This policy explains how and why Siilo uses these technologies and the choices you have proposed to you.

It complements the Privacy Policy and is applicable to the https://www.siilo.com/privacy website and Siilo Services ("Siilo Platform").

Siilo reserves the right to update this policy and will indicate any update through the Siilo Platform and in particular by posting a new updated banner.

What is a Cookie and what is its purpose?

When consulting the Siilo Platform, information relating to the navigation of your terminal (computer, tablet, smartphone, etc.) on the Siilo Platform may be recorded in text files called "Cookies" and installed on your browser.

A Cookie contains several data, in particular the domain name of the server that deposited it; its name; a value that generally serves as an identifier; and possibly an expiration date. Cookies are used in particular to collect information about your browsing on the sites and applications and to send you personalized services based on the data collected.

There are two main categories of Cookies:

- Cookies deposited by Siilo on your terminal. They are generally used by Siilo to identify a user and allow him/her to access his/her account and the various features of the Site.
- Cookies deposited by a third party service provider ("Third Party Cookies"). These Cookies may be used by the service provider to recognize your device when you visit other platforms. The issuance and use of Cookies by third parties on our Site are subject to the privacy policies of such third parties.

What Cookies are used by Siilo and for what purposes?

Cookies are small text files that are stored by your browser. Below we briefly explain what You can delete cookies that are already installed. How to adjust your settings varies by browser. Please consult the help function of your browser.

Functional cookies (essential cookies)

Functional cookies store simple anonymised data to allow functions such as login on the website to work properly. These cookies are necessary for modern web applications such as the Siilo Web Messenger to function properly and securely.

Name of the cookie or tracker	Purpose	Retention
Siilo Local storage : **sessionId** **sessionKey** **exchangeKey** **lang** **webchat_settings** **NAVIGATION_STACK**	On the mobile app : This local storage is used to : ● store message data for remembering the conversations ● Identify you as a User ● store the session keys for authentication with server and phone communication encryption ● register your preferences: e.g. dark mode on/off, language, navigation stack etc. On the desktop : This local storage is used to : ● store the session keys for authentication with server and phone communication encryption ● register your preferences: e.g. dark mode on/off, language, navigation stack etc.	Mobile : Until the app is deleted Desktop/Webchat/Connect : Until the browser is deleted or local storage is manually cleared.
CookieConsent	This cookie is used to record and track your consent to the placement of cookies - the cookie lets us know that you have aware of the pop-in	1 year
CRAFT_CSRF_TOKEN	Created by the Content Management System. Used to provide protection against Cross-Site Request Forgery attacks (CSRF) for whenever a form is used.	Session
CraftSessionId	Craft relies on PHP sessions to maintain sessions across web requests. That is done via the PHP session cookie.	Session
ZD-settings	Support functionality on the website : This local storage is deposited by Zendesk to store user preferences.	Forever

ZD-suid	Support functionality on the website : This local storage is used by Zendesk to store a unique session ID.	20 min
ZD-buid	Support functionality on the website : Collects machine ID.	Forever
ZD-store	Support functionality on the website : Ensures consistent presentation of the support widget when a user navigates to a new web page.	Forever
__cfruid	Support functionality on the website : This cookie is a part of the services provided by Cloudflare - Including load-balancing, deliverance of website content and serving DNS connection for website operators.	Session

Analytical cookies

Analytical cookies collect statistics of the users of the website, to enable us to constantly improve your user experience. These cookies do not directly impact the user experience and many browsers provide a mechanism to opt out of them. If you want to block cookies, adjust your browser settings.

Siilo mobile apps

Name of the cookie or tracker	Purpose	Retention
Siilo event tracking	Feature usage tracking	Active as soon as the app is active
Google Firebase Analytics/Crashlytics	Only for mobile apps : This cookie is used for crash report enhancement.	14 months

Siilo webchat

Name of the cookie or tracker	Purpose	Retention
Siilo event tracking	Feature usage tracking	Active as soon as the app is active

Sharing Your Device Use with Others

If your device is used by more than one person, and where a single device has multiple browsers, we cannot be certain that the services provided to your device are consistent with your use of that device and not with the use of another user of that device.

The sharing with other people of the use of your terminal and the configuration of the parameters of your navigator with regard to the Cookies, are of your free choice and of your responsibility. responsibility.

How do I disable cookies?

You have several options for managing cookies.

First of all, you can use our Cookie Management module, the link to which can be found at the bottom of each page of the Site. This module allows you to indicate your preferences either globally for the Site, or service by service.

You can also configure your browser so that Cookies are rejected, either systematically, or according to their sender.

The configuration of each browser is different. Here are some examples:

- Firefox: Menu/Options/Privacy tab/Enhanced protection against tracking check the Custom box and then the Cookies box select "All cookies" or "All third-party cookies" from the drop-down menu.
- Chrome: Menu /Settings/Display advanced settings/Privacy and security/Site settings/Cookies Disable the button: Allow sites to save/read cookie data
- Safari for macOS: Safari/Preferences/Tab: Privacy check the box: Block all cookies
- Safari for iOS: Settings/Safari menu check the box: Block all cookies
- Internet Explorer: Menu/Internet Options/Tab: Privacy click on Advanced/Advanced Privacy Settings check the box: Ignore automatic cookie handling automatic cookie handling
- Internet Explorer: Menu/Internet Options/Tab: Privacy click on Advanced/Advanced Privacy Settings check the box: Ignore automatic cookie handling automatic cookie handling.

Contact

You can contact Siilo Holding B.V.:
- with the contact form on www.siilo.com
- by e-mail to info@siilo.com
- by mail to Siilo Holding B.V., Privacy Department, Keizersgracht 585, 1017 DR Amsterdam, The Netherlands.

Amendment and version

We may amend this cookie policy. We recommend that you check regularly for changes. This policy was last amended in February 2023.