

This Cookie Policy explains how **Top Cloud Logistics** (“we”, “us”, “our”) uses cookies and similar technologies when you visit our website.

It applies to all users accessing our site from the United Kingdom and globally.

Our use of cookies complies with the **UK GDPR** and the **Privacy and Electronic Communications Regulations (PECR)**.

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## 1. What Are Cookies?

Cookies are small text files placed on your device when you visit a website.

They help websites function, improve browsing experience, and collect analytical information.

Cookies may be:

- **Session cookies** – deleted when you close your browser
  - **Persistent cookies** – remain until expiration or manual deletion
  - **First-party cookies** – set directly by our website
  - **Third-party cookies** – set by external services we use
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## 2. How We Use Cookies

We use cookies to:

- Ensure website functionality
- Improve security
- Collect analytics to understand site performance
- Enhance user experience
- Enable certain service features (e.g., forms, live chat, integrations)

We DO NOT use cookies to:

- Sell personal data
  - Track users for advertising purposes
  - Enable behavioural advertising
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## 3. Types of Cookies We Use

### 3.1 Strictly Necessary Cookies (Essential)

These cookies are required for the website to function.

They cannot be switched off.

Examples:

- Page navigation
- Security and authentication
- Form submission
- Cookie consent settings

**These cookies do not require consent.**

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### **3.2 Performance & Analytics Cookies**

These cookies help us understand how visitors use the site so we can improve it.

Examples:

- Pages visited
- Time spent on each page
- Device and browser information
- Error and loading issues

We may use services such as:

- **Google Analytics** (IP anonymisation enabled)
- **Server-side analytics tools**

**These cookies require user consent.**

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### **3.3 Functionality Cookies**

These allow the website to remember your preferences.

Examples:

- Language selection
  - Saved form information
  - Accessibility preferences
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### **3.4 Third-Party Cookies**

These cookies come from trusted service providers, such as:

- Live chat tools
- Website security services
- Embedded content (maps, videos, etc.)

All third-party cookies are reviewed to ensure compliance.

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#### 4. Cookies We May Use (Examples Table)

Cookie Type	Purpose	Example
Necessary	Enables security and core functionality	Session ID, CSRF token
Analytics	Website usage measurement	Google Analytics cookies
Functionality	Remembers user settings	Language & preference cookies
Third-Party	Tools embedded on the site	Chat widgets, support tools

*(Exact cookie names will depend on your website's final tech stack.)*

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#### 5. Cookie Consent

When you first visit our website, you will see a **cookie banner** allowing you to:

- Accept all cookies
- Reject non-essential cookies
- Customise your preferences

You may change or withdraw consent at any time.

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#### 6. Managing Cookies

You can delete or block cookies through your browser settings:

- Chrome
- Safari
- Microsoft Edge
- Firefox
- Opera

Disabling certain cookies may affect website functionality.

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#### 7. Third-Party Privacy Policies

If third-party cookies are used (e.g., Google Analytics, embedded maps), their privacy policies apply.

Examples:

- Google: <https://policies.google.com/privacy>

- Microsoft: <https://privacy.microsoft.com>

We ensure all third-party tools are GDPR-compliant.

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## **8. Changes to This Cookie Policy**

We may update this Cookie Policy to reflect changes in technology or regulation.

The updated version will always be posted on this page.

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## **9. Contact Us**

For questions about this Cookie Policy or data protection:

### **Data Privacy Team**

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