T +44 (0)20 8397 8676 Roast & Ground Head Office
E hello@roastandground.co.uk Unit 6, Kingston Business Centre
W roastandground.co.uk Fullers Way South, Chessington, KT9 1DQ

COOKIE POLICY

BACKGROUND:

This website ("Our Site") uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site**.** If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. **Definitions and Interpretation**

    1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

"Cookie"	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation ("GDPR");
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by EU Regulation 2016/679 General Data Protection Regulation ("GDPR"); and
"We/Us/Our"	means Roast & Ground Limited, a limited company registered in England under company number 04523314, whose registered address and main trading address is Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ, and whose main trading address is.

2. **Information About Us**

    2.1 Our Site is owned and operated by Roast & Ground Limited, a limited company registered in England under company number 045523314, whose registered address and main trading address is Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.

    2.2 Our VAT number is 795384181.

    2.3 Our Data Protection Officer is Catherine Gray, and can be contacted by email at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at the registered address.

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3. **How Does Our Site Use Cookies?**

3.1   Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products and/or services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

3.2   By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site for functional purposes. For more details, please refer to section 4 below.

3.3   All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

3.3.1   Strictly Necessary Cookies

A Cookie falls into this category if it is essential to the operation of Our Site, supporting functions such as logging in, your shopping basket, and payment transactions.

3.3.2   Analytics Cookies

It is important for Us to understand how you use Our Site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics Cookies enable us to gather this information, helping Us to improve Our Site and your experience of it.

3.3.3   Functionality Cookies

Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalisation and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

3.3.4   Targeting Cookies

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests. Some information gathered by targeting Cookies may also be shared with third parties.

3.3.5   Third Party Cookies

Third party Cookies are not placed by Us; instead, they are placed by third parties that provide services to Us and/or to you. Third party Cookies may be used by advertising services to serve up tailored advertising to you on Our Site, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

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3.3.6 Persistent Cookies

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

3.3.7 Session Cookies

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

3.4 Cookies on Our Site are not permanent and will expire in the timescales set out below.

3.5 For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy.

3.6 For more specific details of the Cookies that We use, please refer to the table below.

4. What Cookies Does Our Site Use?

The following third-party Cookies may be placed on your computer or device (Cookie descriptions have been copied directly from the relevant sites i.e. Hubspot, Sellerdeck and Google, to whom they are attributed and tenses and subjects shall be read accordingly):

4.1 Hubspot Cookies

Functional cookies

__hs_opt_out
This cookie is used by the Hubspot opt-in privacy policy to remember not to ask the user to accept cookies again. This cookie is set when you give users the choice to opt out of cookies.
(Expires: 2 years)

__hs_do_not_track
This cookie can be set to prevent the tracking code from sending any information to HubSpot. Setting this cookie is different from opting out of cookies, which still allows anonymized information to be sent to HubSpot.
(Expires: 2 years)

__hs_testcookie
This cookie is used to test whether the visitor has support for cookies enabled.
(Expires: Session cookie)

hs_ab_test
This cookie is used to consistently serve visitors the same version of an A/B test page that they've seen before. (Expires: Session cookie)

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hs_lang_switcher_choice
This cookie is used to consistently redirect visitors to the language version of a page in the language they've selected on this top-level private domain in the past (if such a language version exists).

<id>_key
When visiting a password-protected page, this cookie is set so future visits to the page from the same browser do not require login. The cookie name is unique for each password-protected page.

hs-messages-is-open (TTL 30 minutes)
This cookie is used on the visitor UI side so HubSpot can determine/save whether the chat widget is open for future visits. It resets after 30 minutes to re-close the widget after 30 minutes of inactivity

hs-messages-hide-welcome-message (TTL 1 day)

Consent banner cookies
__hstc
The main cookie for tracking visitors. It contains the domain, utk (see below), initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).
(Expires: 2 years)

Hubspotutk
This cookie is used for to keep track of a visitor's identity. This cookie is passed to HubSpot on form submission and used when de-duplicating contacts. (Expires: 10 years)

__hssc
This cookie keeps track of sessions. This is used to determine if we should increment the session number and timestamps in the __hstc cookie. It contains the domain, viewCount (increments each pageView in a session), and session start timestamp.
(Expires: 30 min)

__hssrc
Whenever HubSpot changes the session cookie, this cookie is also set. We set it to 1 and use it to determine if the user has restarted their browser. If this cookie does not exist when we manage cookies, we assume it is a new session. (Expires: None. Session cookie)

messagesUtk
This cookie is used to recognize visitors who chat with you via the messages tool. If the visitor leaves your site before they're added as a contact, they will have this cookie associated with their browser. If you have a history of chatting with a visitor and they return to your site later in the same cookied browser, the hubspot messages tool will load your conversation history with that visitor.

If you are logged in to HubSpot, HubSpot will set additional authentication cookies. You can see a complete list of cookies set by HubSpot's app

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4.2 Sellerdeck Cookies

__actinic_cart
Records the session file of the shopping cart

__actinic_business
The login digest for logged in customers

__actinic_contact
Checkout 'Remember Me' function – stores contact information to avoid the need for re-entering for subsequent orders

__actinc_referrer
Returns the customer to the last page visited after completion of the checkout

__last_section_url
Used by the 'back'link on the product page, to return the visitor to the correct section page

__actinc_recent
Records the image filename(s) for the 'Recently Viewed Products' list, if enabled

__car_content
Stores the cart value and item count for the shopping cart summary

4.3 Google Cookies

__utma
This is the main way Google Analytics tracks unique visitors. Stored in this cookie is a unique visitor ID, the date and time of their first visit, the time their current visit started and the total number of visits they have made. The __utma cookie is a persistent cookie that expires in two years. With each new visit, the expiration date is refreshed.
The expiration time can be customized in the tracking code.

__utmb
This is how Google Analytics decides whether a visit has timed out and also how deep a visit has gotten. It stores the number of pageviews in the current visit and the start time of the visitor's current visit. The __utmb cookie is a persistent cookie that expires in 30 minutes. Each pageview refreshes it.

__utmc
The __utmc cookie is the only session cookie used by Google Analytics. Its only purpose is to register that the visit ended if the browser gets closed.

__utmz
This is the traffic source cookie. It contains all of the traffic source information for the current visit, if it was different from the previous visit. If no traffic source information can be found for the current visit, the cookie is not changed. This is the way that Google Analytics attributes visit information, including conversions and transactions to a traffic source. It does not contain historical information for previous sources. This is a persistent cookie with a catch: it expires in six months and is only refreshed when the traffic source changes. Every other cookie is refreshed with each pageview. The impact of this is that a banner ad that brings a visitor to your site will get the credit for all future direct visits for up to six months. After six

months, if there have not been visits from any other source, the cookie will expire and start to attribute information to direct visits.

__utmv

This is the user-defined variable cookie. Developers can segment visitors by custom variables by calling a native JavaScript method. This new variable gets stored in a persistent cookie which expires in two years.

5. **Consent and Control**

5.1 When you visit Our Site cookies may be placed on your computer or device. By visiting Our Site you are giving your consent to the placing of Cookies and you are enabling Us to provide the best possible experience and service to you.

5.2 In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

5.3 The links below provide instructions on how to control Cookies in all mainstream browsers:

5.3.1 Google Chrome: https://support.google.com/chrome/answer/95647?hl=en-GB

5.3.2 Microsoft Internet Explorer: https://support.microsoft.com/en-us/kb/278835

5.3.3 Microsoft Edge: https://support.microsoft.com/en-gb/products/microsoft-edge (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)

5.3.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB

5.3.5 Safari (iOS): https://support.apple.com/en-gb/HT201265

5.3.6 Mozilla Firefox: https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences

5.3.7 Android: https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en (Please refer to your device's documentation for manufacturers' own browsers)

6. **Changes to this Cookie Policy**

6.1 We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.

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6.2　In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

7.　**Further Information**

7.1　If you would like to know more about how We use Cookies, please contact Us at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.

7.2　For more information about privacy, data protection and our terms and conditions, please click the applicable links on our website.

Roast & Ground Cookie Policy, Revision 1. E&OE