1. Introduction

Pepperstone Limited ("Pepperstone", "we", "us", "our") uses Cookies when you visit a website related to us.

Protecting your privacy and personal data is very important to us. We’re committed to ensuring that we provide you with the relevant information and tools so that you can manage your cookie preferences.

This Cookie Policy applies to residents of the UK and EEA who’ve registered for a trading account or demo account with Pepperstone.

If you’re a resident outside of the UK and EEA please refer to our Group Website for a link to the Pepperstone entity (and associated legal documents) that’s relevant to you.

2. What are cookies?

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets businesses know when you visit a particular website. Cookies allow web applications to respond to you as an individual.

Cookies help us provide you with a better website by enabling us to monitor the pages that you find useful and tailor our website to your needs, likes and dislikes by gathering and remembering information about your preferences.

The cookies that we use can’t execute code or deliver any viruses. We only ever use cookies for the essential functioning of our website, for analytical purposes to provide you with a great client experience, and for marketing, so that we serve you with content that’s in line with your interests, based on your activity on our website.

3. Our cookies

We use a number of cookies to provide you and other users with our products and services via our website and trading platform.

We categorise our cookies into the following groups:

- **Essential**: these are cookies that are essential to the functioning of our website and our products and services. An "essential function" includes enabling you to complete trading account applications, remembering your login details, initiating web chat with our support team or other website functionality. If you disable these cookies you won’t be able to fully access our trading platform.

- **Analytical**: these cookies are set by us or our third-party analytics providers and allow us to record certain information about you, such as the pages you visit on our website, how many times you visit and the links that you click on. We use this type of cookie to understand how our visitors use our website, enabling us to tailor the website to your personal preferences and ensuring that it’s optimised to remove confusing or ineffective content.
- **Marketing/targeting**: these cookies can track your browsing history and online activities across websites to create a profile of your activities and interests. They don't directly store personal information – they're based on uniquely identifying your browser and internet device only. We share this information with our third party marketing partners to enable us to serve you with relevant advertising when you visit other sites (e.g. to remind you of products or services that you might have shown an interest in or to provide you with special offers). We also work with third parties who may place cookies on your web browser to enable us and other advertisers to serve you with advertising based on your browsing and online search activity.

If you don’t allow these cookies, you’ll experience less targeted advertising. We adhere to industry accepted best practice regarding our use of marketing cookies. For more information, please refer to the Internet Advertising Bureau’s website here: [https://www.iabuk.com/](https://www.iabuk.com/)

### List of cookies that we use

<table>
<thead>
<tr>
<th>Cookie name</th>
<th>Host</th>
<th>Type</th>
<th>Duration</th>
<th>Category</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>ho_id</td>
<td>.pepperstone.com, .pepperstone.com</td>
<td>3rd Party</td>
<td>30 days</td>
<td>Essential cookies</td>
<td>Affiliate/IB Tracking</td>
</tr>
<tr>
<td>Pep</td>
<td>Pepperstone essential cookie</td>
<td>20 days</td>
<td>Essential cookies</td>
<td>Pepperstone internal tags (utm campaign history, medium history). Allows us to maintain our website.</td>
<td></td>
</tr>
<tr>
<td>inst</td>
<td>service.force.com</td>
<td>3rd Party</td>
<td>Session</td>
<td>Essential cookies</td>
<td>Renders the Salesforce Livechat widget, which enables visitors to the website to communicate with Pepperstone service staff.</td>
</tr>
<tr>
<td>Trustpilot</td>
<td>.widget.trustpilot.com</td>
<td>3rd Party</td>
<td>Session</td>
<td>Essential cookies</td>
<td>Renders the Trustpilot widget on our website, which shows an overall 'Trust score' for our business.</td>
</tr>
<tr>
<td>utm</td>
<td>.pepperstone.com</td>
<td>3rd Party</td>
<td>20 days</td>
<td>Analytical cookies</td>
<td>Tracks user activities through the website. Improves customer experience.</td>
</tr>
<tr>
<td>ajs_anonymous_id</td>
<td>.segment.com</td>
<td>3rd Party</td>
<td>365 days</td>
<td>Analytical cookies</td>
<td>User journey analysis, which is anonymous until you register for a trading account with us. Allows us to improve our website and content to better serve you.</td>
</tr>
<tr>
<td>ga</td>
<td>.pepperstone.com, .segment.com</td>
<td>3rd Party</td>
<td>730 days</td>
<td>Analytical cookies</td>
<td>Anonymous user journey analysis. Allows us to improve our website and content to better serve you.</td>
</tr>
<tr>
<td>Algolia Insights</td>
<td>.algolia.com</td>
<td>3rd Party</td>
<td>Session</td>
<td>Analytical cookies</td>
<td>Anonymous site-search analysis. Allows us to improve our website and content to better serve you.</td>
</tr>
<tr>
<td>Domain</td>
<td>3rd Party</td>
<td>Session</td>
<td>Analytical cookies</td>
<td>Anonymous user journey analysis. Allows us to improve our website and content to better serve you.</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------</td>
<td>---------</td>
<td>--------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>.hotjar.com</td>
<td>3rd Party</td>
<td>720 days</td>
<td>Marketing/targeting cookies</td>
<td>The &quot;ANID&quot; cookie is used for advertising served across the web and stored in google.com.</td>
<td></td>
</tr>
<tr>
<td>ANID .google.com</td>
<td>3rd Party</td>
<td>720 days</td>
<td>Marketing/targeting cookies</td>
<td>The &quot;__adroll&quot; cookie is used for advertising served across the web and stored in Adroll.</td>
<td></td>
</tr>
<tr>
<td>__adroll d.adroll.com</td>
<td>3rd Party</td>
<td>395 days</td>
<td>Marketing/targeting cookies</td>
<td>This domain is owned by LinkedIn, the business networking platform. It typically acts as a third party host where website owners have placed one of its content sharing buttons in their pages, although its content and services can be embedded in other ways. Although these buttons add functionality to the website that they’re on, cookies are set regardless of whether or not the visitor has an active LinkedIn profile, or agreed to their terms and conditions. For this reason, we’ve classified this as a marketing domain.</td>
<td></td>
</tr>
<tr>
<td>UserMatch History .linkedin.com</td>
<td>3rd Party</td>
<td>30 days</td>
<td>Marketing/targeting cookies</td>
<td>This domain is owned by Doubleclick (Google). Doubleclick is Google’s real time bidding advertising exchange. It’s an anonymous cookie that helps us to analyse our website visitors and customer conversion.</td>
<td></td>
</tr>
<tr>
<td>IDE .doubleclick.net</td>
<td>3rd Party</td>
<td>720 days</td>
<td>Marketing/targeting cookies</td>
<td>This domain is owned by Facebook, the social networking service. It mostly collects data on the interests of users via widgets such as the ‘Like’ button that are found on many website. This data is used to serve targeted advertising to Facebook users.</td>
<td></td>
</tr>
<tr>
<td>fr .facebook.com</td>
<td>3rd Party</td>
<td>75 days</td>
<td>Marketing/targeting cookies</td>
<td>This domain is owned by Twitter, the social networking service. Where Twitter acts as a third party host, it collects data through a range of plug-ins and integrations that’s primarily used for tracking and targeting.</td>
<td></td>
</tr>
<tr>
<td>twitter.com</td>
<td>3rd Party</td>
<td>365 days</td>
<td>Marketing/targeting cookies</td>
<td>Anonymous visitor and conversion analysis.</td>
<td></td>
</tr>
<tr>
<td>MUID .bing.com</td>
<td>3rd Party</td>
<td>385 days</td>
<td>Marketing/targeting cookies</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

While we do collect certain pieces of information about you in order to provide our products and services to you and improve our offering, this information is anonymised. In other words, we don’t collect any information about you through our cookies that could identify you as an individual.

Please be aware that if you choose not to accept cookies, you may not be able to take full advantage of our website.
The cookies used by our websites:

- **Do not** store any personal data such as passwords
- **Do not** access any other information stored on your computer
- **Do not** compromise the security of your device(s)
- **Do** allow us to provide a service through which people can access their trading account(s)
- **Do** allow us to monitor the number of people using our website
- **Do** allow us to see how people arrive at our website (for example, via search engine or via email)
- **Do** allow us to gather technical information about people using our website, such as their geographical location and the type of web browsers they are using
- **Do** allow us to display advertisements on other websites to people who've previously accessed our websites (for example, banner ads). We can't identify the individuals who are served with these ads
- **Do** allow us to display content on our websites that's more relevant to you and your preferences, based on the information we hold and your behaviour on our website
- **Do** allow our website to recall certain settings and preferences to make it easier to use our website

4. How to manage your Cookie Preferences

You can manage your cookie preferences for analytical and marketing cookies:
- on our website; and
- through your browser settings.

Please be aware that if you choose not to accept cookies, you may not be able to take full advantage of our website or our trading platform.

Managing cookies on our website

If you want to restrict or block the cookies on our site, you can do this through our Cookies Preference Centre by clicking on the 'Manage Preferences' button on our homepage (www.pepperstone.com/uk).

To restrict Marketing cookies, deselect the 'Marketing Cookies' checkbox and click 'Save Settings'.

To restrict Analytical cookies, deselect the ‘Analytical Cookies’ checkbox and click ‘Save Settings’. Deselecting Analytical cookies will also deselect Marketing cookies.

Essential cookies cannot be disabled.
Managing cookies using your browser settings

Google Chrome

- At the top right of your browser, click the three vertical dots, then ‘settings’
- Scroll to the bottom of the page and click ‘advanced’
- Under ‘privacy and security’, click ‘site settings’
- To enable cookies, head to the cookies section and tick ‘allow sites to save and read cookie data (recommended)’. This option enables both first and third-party cookies
- To allow only Pepperstone cookies, enable ‘block third-party cookies’
- To disable cookies, click ‘see all cookies and site data’, then click ‘remove all’
- There are multiple levels of cookie enablement in Chrome. For more information, click here

Safari

- In the menu bar, select ‘Safari’, then choose ‘preferences’
- Click on ‘Privacy’
- To prevent trackers from using cookies to track you, select ‘prevent cross-site tracking’
- To disable cookies, select ‘block all cookies’
- For more information, click here.

Microsoft Internet Explorer (versions 9-11)

- Select ‘Tools’ from the top of your browser’s window
- Choose ‘Internet Options’
- Navigate to the ‘Privacy’ tab
- Click ‘Advanced’. Here you can choose to ‘Accept’ ‘Block’ or ‘Prompt’ both first and third-party cookies
- To disable cookies, tick ‘Block’
- There are multiple levels of cookie enablement in Internet Explorer. For more information, click here.

Microsoft Edge

- Click the three dots (…) at the top right of your browser
- Choose ‘settings’ and then ‘view advanced settings’
- Under ‘cookies’ choose either ‘don’t block cookies’ or ‘block only third party cookies’
- To disable cookies, click ‘block all cookies’
- There are multiple levels of cookie enablement in Edge. For more information, click here.

Mozilla Firefox

- Click the menu button and choose ‘content blocking’
- If ‘standard’ is selected, you are currently enabling cookies
- To block cookies, select ‘custom’ and click ‘cookies’ before selecting an option
• There are multiple levels of cookie enablement in Firefox. For more information, click [here](https://www.pepperstone.com).

5. General Information

To find out more about how you can block, delete or manage cookies, please visit [www.aboutcookies.org](http://www.aboutcookies.org).

For more information on how we handle your data please see our [Privacy Policy](http://www.pepperstone.com).

If you have any questions or concerns please email: [support@pepperstone.com](mailto:support@pepperstone.com)