

Cookie Statement

We use cookies, web beacons and similar technologies (jointly referred to as “**cookies**”) to improve your experience with us. We use cookies on our websites. This cookie statement explains how we use cookies and your choices regarding their usage.

Please also see our Privacy Policy, <https://queue-it.com/privacy-policy/> with regards to the use of your personal data.

What are cookies?

Cookies are small text files consisting of letters and numbers. These are sent from Queue-it’s or our partners’ web servers and stored on your device as described below. We use several types of cookies:

- **Session cookies** are temporary cookie files that expire when you close your browser or app
- **Persistent cookies** are cookie files that remain until you erase them, or they expire
- **First-party cookies** are cookies set by the site you are visiting
- **Third-party cookies** are cookies set by a third-party site

Web beacons are small transparent graphic images that may be in emails we send to you.

Similar technologies are technologies that store information in your browser or on your device in a manner similar to cookies and web beacons.

Why do we use cookies?

The cookies we use typically enhance our services towards you. Some of our pages actually need cookies to work, others simply make our website all the smoother for you. In general, we categorize our cookies and their usage as follows:

- **Statistics:** Statistics cookies collect information on how users interact with our website, providing us with learnings of overall interaction patterns rather than single user behavior. This data helps us improve your experience on the website
- **Preference cookies**, which allow us to store preferences, such as your language of choice or whether to pre-fill your data or not. Without these types of cookies, we would not be able to personalize our website according to your preferences. These cookies are necessary, as making your experience with us as smooth as possible is a core part of our website
- **Security related cookies** keep our website and your data safe and secure, such as by helping us detect fraud and guarding your data. Since this is an essential aspect of our website, these cookies are necessary

Marketing cookies

Queue-it uses marketing cookies to personalize and improve your experience on our website, in marketing emails, and in third-party advertising.

- **Marketing automation:** Cookies from our Marketing Automation platform enables us to be more relevant in our communication with you. Based on personal data volunteered by the user, e.g. via forms on our website, Queue-it use this information to improve the ability to deliver more relevant information on the website, and through advertising channels
- **Advertising:** Online advertising cookies collect information on your activities and shown interest across our website enabling us to display relevant, targeted advertising in third party channels (search engines, social media and display advertising networks)

Cookie purpose and duration

The following table details the purpose of the cookies used on the site and duration of each.

Name	Provider	Type	Purpose	Expiry
_RequestVerificationToken	queue-it.com	Necessary / Security	Helps prevent Cross-Site Request Forgery (CSRF) attacks.	Session
ASP.NET_SessionId	queue-it.com	Necessary / Security	Preserves the visitor's session state across page requests.	Session
cookie_notice_website_accepted	queue-it.com	Necessary / Security	Stores the user's cookie consent state for the current domain	2 years
session-id	queue-it.com	Necessary / Security	Preserves users states across page requests. Keeps the user identified properly across instances and helps improve the security of the website	2 years
_conv_v	convert.com	Statistics	This cookie is a visitor centric cookie. It is a string of star(*) separated pieces; each piece is a string that contains key and value strings glued together by colon	6 Months

Name	Provider	Type	Purpose	Expiry
_conv_r	convert.com	Statistics	This cookie holds the referral data for the current visitor.	Session
_conv_s	convert.com	Statistics	This is the session centric cookie. It is a string of star(*) separated pieces; each piece is a string that contains key and value strings glued together by colon	20 Minutes
_hjid	hotjar.com	Statistics	Hotjar cookie that is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	1 year
_hjFirstSeen	hotjar.com	Statistics	This is set to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	Session
_hjAbsoluteSessionInProgress	hotjar.com	Statistics	This cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie.	30 Minutes
_hjIncludedInPageviewSample	hotjar.com	Statistics	This cookie is set to let Hotjar know whether that visitor is included in the data sampling	30 Minutes

Name	Provider	Type	Purpose	Expiry
			defined by your site's pageview limit.	
_hjIncludedInSessionSample	hotjar.com	Statistics	This cookie is set to let Hotjar know whether that visitor is included in the data sampling defined by your site's daily session limit.	30 Minutes

How can you control Queue-it's use of cookies?

Your browser or device will typically offer settings regarding the use and scope of cookies. Please see your browser's or device's reference information to learn how to adjust your settings. For example, you may be able to block all cookies, accept only first-party cookies, or delete all cookies upon exiting your browser.

Please be aware that some services we offer will not work if you block or delete cookies.

Contact us

Queue-it ApS a company incorporated and registered in Denmark with company (VAT) number DK 33052901 whose registered office is at Klausdalsbrovej 601, 2750 Ballerup, Denmark.

Queue-it has a Data Privacy Officer and specialists focusing on security and data privacy. You can always reach Queue-it's Data Privacy teams at: privacy@queue-it.com. Queue-it is subject to Danish data protection legislation.

Visit <https://queue-it.com/> for further information on Queue-it.

This Cookie Statement was last updated on March 10th, 2021.