



# COOKIE NOTICE

(last updated 26/9-2018)

Thank you for visiting the [www.libratone.com](http://www.libratone.com) website operated by Libratone A/S, Sundkaj 9, 2150 Nordhavn as incorporated in Denmark with company registration number 32 64 76 42 (“we”, “us”, “our”).

Like most other websites we use cookies in order to improve your browsing experience and our services. This Cookie Notice explains how we use cookies and how you can block or delete cookies should you wish to do so.

## **1 OUR USE OF COOKIES**

- 1.1 When you enter this website for the first time a ‘cookie banner’ will be displayed. By continuing to browse the website, you consent to the use of cookies in accordance with this Cookie Notice. However, you can always delete the cookies stored as explained in section 0.
- 1.2 Cookies are small text files placed on your device. These text files enable the collection of data about how our services are being used. There are two main types of cookies:
  - Session cookies are temporary cookies that expire at the end of a browser session, for example when you leave the website.
  - Persistent cookies on the other hand are stored on your equipment between browsing sessions until they expire or are deleted. They therefore enable the website to “recognise” you on your return and this in turn allows for a more personalised browsing experience.
- 1.3 We use the following cookies for the below purposes:



Side 2

Name of cookie	Purpose	'Session' or 'Persistent' cookie	1. party or 3. party cookie
_help_center_session	To track information of relevance in respect of customer support e.g. last page visited before contacting support.	Session	3. party (Zendesk Inc.)
_ga, _gcl_aud, _gid, _gat-UA-123742009-1	Website statistics and optimising the functionality of the website.	Session	3. party (Google Inc.)
_omappvp, _omappvs	Increasing sign ups and optimising the user-friendliness of the website by remembering visitors in order to avoid the display of sign up forms.	Persistent	1. party (Optinmonster on behalf of Libratone)
agtrck	Website statistics and online behavioural marketing across our platforms (email, app and website) by Libratone.	Persistent	3. party (Agillic A/S)
ARRAfinity	This cookie is as our website runs on Windows Azure cloud platform. It is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session.	Session	1. party
fbq	Facebook pixel for measuring and improving our advertising on	Persistent	3. party (Facebook Inc.)



Side 3

	Facebook.		
__cfuid __cfduid	Cookie associated with sites using CloudFlare, used to speed up page load times.	Persistent	3. party (Cloudflare)

## 2 HOW TO DELETE OR BLOCK COOKIES

2.1 If you wish to delete cookies stored on your device, including by the website, you can press the shortcut keys: *CTRL + SHIFT + DEL* (PC) or *COMMAND + SHIFT + DEL* (Mac).

2.2 Alternatively, you can visit the websites listed below which contain additional information on cookies, including how to delete or block them on various browsers:

- Internet Explorer - [Guide to Internet Explorer](#)
- Firefox – [Guide to Firefox](#)
- Chrome – [Guide to Chrome](#)
- Safari – [Guide to Safari](#)

2.3 Please be aware that blocking or deleting cookies may impact your use of the website.

## 3 CHANGES TO THIS COOKIE NOTICE

3.1 From time to time we may change this Cookie Notice. If such a change is made to reflect the use of cookies not already covered by this Cookie Notice, you will be presented with a new 'cookie banner' upon your next visit to the website.

## 4 CONTACT DETAILS

4.1 If you have any questions in relation to this Cookie Notice, please feel free to contact us using the below contact information:

Libratone A/S  
Sundkaj 9  
2150 Nordhavn  
Denmark  
E-mail: [Support@libratone.com](mailto:Support@libratone.com)