

When you
visit our
website, this
happens...





Cookie Policy



⇒ ClickEnergy Cookie Policy

⇒ Introduction

This document sets out the 'Cookie Policy' of Project Plug Limited t/a Click Energy ("the Company", "Click Energy", "we", "our" or "us"). Our 'Cookie Policy' explains what cookies are, how we use them and how you can adjust your preferences.

⇒ 1 What are cookies?

Cookies are small text files that are downloaded to your browser when you visit a website. When you return to the website or visit websites that use the same cookies, they recognise these cookies and therefore your browsing device. We use cookies to personalise content and ads, to provide social media features, to analyse our traffic, to evaluate its advertising and promotional effectiveness, to ensure your security and privacy when using the secure features of our website, to store log-in details for your customer dashboard, to communicate with you via our "Live Chat" function and to improve our understanding of how you navigate through our website so we can identify improvements.

We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you have provided to them or that they have collected from your use of their services. When you visit our website for the first time, you will be asked whether you agree to the use of necessary cookies only or agree to the use of all



cookies. If you only agree to the use of necessary cookies, some of the functions of our website will not be available to you.

➔ 2 What are the different types of cookies?

There are different types of cookies used on our website. A description of each category is given below.

- First-party cookies are those set by a website that is being visited by the user at the time (e.g., cookies placed by www.clickenergyni.com).
- Third-party cookies are cookies that are set by a domain other than that of the website being visited by the user. If a user visits a website and another entity sets a cookie through that website, this would be a third-party cookie.
- Persistent cookies are cookies that remain on a user's device for an extended period of time specified in the cookie. They are activated each time the user visits the website that created that particular cookie. These cookies are used to store log-in details, bookmarks and preferred settings and themes.
- Session cookies are cookies that allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

The International Chamber of Commerce classifies cookies as one of four types:

- Strictly necessary cookies are necessary for



the operation of our website. These cookies are essential in helping you to move around our website and using its features, such as accessing secure areas. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet. We may use Strictly Necessary cookies to Identify you as being logged into the website, provide access to protected areas and to remember previously entered text so it is not lost if the page refreshed.

- Performance cookies help us improve the way our website works. We utilise these cookies to analyse how our visitors use our website and to monitor our website performance. They tell us how people use each page, which ones are most commonly viewed or whether any errors occurred. This allows us to provide a high-quality experience and quickly identify and fix any issues that arise. We may use Performance cookies to store preferences to see which method of linking between pages is most effective, enable web analytics to provide anonymous statistics on how our website is used, to assist with error management in helping us improve the website by measuring any errors that occur and monitor ad response rates and see how effective our ads are. Without these cookies we cannot learn how our website is performing and make relevant improvements that could better your browsing experience.
- Functionality cookies are used to remember your preferences. We may use functionality cookies to remember settings you have applied such as layout, colours, font sizes and page backgrounds and



detect if you have already seen a pop-up to ensure it does not get shown to you again. If you refuse the use of Functionality cookies, preferences or settings you selected will not be retained for later visits.

- Targeting cookies help us make sure that the ads you see on our websites are relevant to you and your interests. Targeting cookies may be placed on your device by our third-party service providers that remember you have visited the website to provide you with ads more relevant to you. We may use Targeting cookies to collect information about browser habits to target advertising and website content, to provide links to social networks and to provide advertising agencies with information on your visit so they can present you with advertisements you may be interested in. Without these cookies, online ads you encounter will be less relevant to you and your interests.

A detailed analysis of the cookies used on our website can be found at: www.clickenergyni.com/Privacy.aspx

➔ 3 Do we use cookies through e-mail?

In addition to the cookies we use on our website, we also use cookies in some e-mails we send you. These help us to understand whether you have opened the e-mail and how you have interacted with it. If you have enabled images, cookies may be set on your computer or mobile device. Cookies will also be set if you click on any link within the e-mail.

If you have configured your computer to



automatically display images, or if you have added Click Energy to your email “address book” (or “safe senders” list), or if you have configured your computer to have “weak” security, cookies might be set at the same time as you download, open or read an email from us. If you would prefer for this not to happen, you should disable the automatic displaying of images, or remove us from your address book or strengthen your security settings.

The types of cookies we use in our e-mails are described below:

- A web beacon is a tiny, invisible image placed within an email message that tells us whether you have opened an email, how often you have opened it, how you interacted with the email (such as the time you spent reading the email), which email software and web browser you used, which device you used and your IP address. We also use web beacons to help us display emails in the best format for your device.
- Link tracking - our emails contain hyperlinks, each of which has a unique tag. When you click on one of these links you will be automatically redirected to the server of our mailing company which logs the click. From there you will be redirected to the relevant page on our website. This process enables us to understand who has clicked through from an email to visit our website. We use this information to tailor future messages to you.

If you do not wish to accept cookies from any one of our emails, simply close the email before downloading any images or clicking on any links. You can also set your browser to restrict cookies



or to reject them entirely. These settings will apply to all cookies whether included on websites or in emails. Blocking these cookies will prevent you from accessing some of the features of our website.

➔ 4 **How can I withdraw my consent to the use of cookies?**

You can change your consent to the use of cookies at any time by selecting the 'Changing your Consent' link on our website located on our "Privacy and Cookies" page to only accept necessary cookies. If you do not wish to accept any cookies in connection with your use of our website, including necessary cookies, you will need to delete, and block or disable cookies via your browser settings. Please note that disabling all cookies will affect the functionality of our website.

➔ 5 **Where can I find further information on cookies?**

Information about cookies

[All About Cookies](#)

Internet Advertising Bureau

[Guide to online advertising and privacy](#)

International Chamber of Commerce United Kingdom

[ICC UK cookie guide](#)

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