



A TRADING NAME OF CONXCHANGE PVT LTD

EXTERNAL COOKIES NOTICE

Cookies Notice

How cXc uses cookies and similar technologies

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Contact	privacy@cxk.services
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1. Introduction

This Cookies Notice explains how cXc — a trading name of conXchange Pvt Ltd — uses cookies and similar technologies on our website, and how you can manage your preferences.

This notice sits alongside, and should be read with, our Privacy Notice, which explains how we process personal data more generally.

2. What Cookies Are

A cookie is a small text file placed on your device (computer, phone, tablet) by a website you visit. Cookies allow the website to recognise your device and, in some cases, remember information about your visit.

In this notice, "cookies" also refers to similar technologies such as pixels, local storage, web beacons, and software development kits that perform equivalent functions.

3. First-Party and Third-Party Cookies

- **First-party cookies** are set by cXc on domains we operate.
- **Third-party cookies** are set by third parties whose services are embedded in our website (for example, analytics and video-hosting providers). Those third parties may process personal data under their own privacy policies.

4. Categories of Cookies We Use

We classify the cookies on our website into four categories, in line with guidance from the UK Information Commissioner's Office and the European Data Protection Board:

4.1 Strictly Necessary Cookies

These cookies are essential to provide the basic functionality of our website and the Services. Without them, features such as logging in, maintaining a session, and processing a support request would not work. Strictly necessary cookies do not require consent under the UK Privacy and Electronic Communications Regulations or the EU ePrivacy Directive.

4.2 Preference Cookies

These cookies remember choices you make — for example, language and region preferences — to give you a more personalised experience on return visits. They are not essential, but they improve usability.

4.3 Analytics Cookies

These cookies help us understand how visitors use our website, so we can improve it. They collect information such as pages visited, time spent, and general navigation patterns. Where analytics cookies are used, they are loaded only with your consent, and we configure them to minimise collection of personal data (for example, by anonymising IP addresses).

4.4 Marketing Cookies

These cookies may be set on our website to understand the effectiveness of our marketing and to tailor content across our own and partner channels. They are loaded only with your consent.

5. Specific Cookies We Use

The following table lists the specific cookies and similar technologies we currently use. We review it regularly and update it when cookies are added, removed, or change purpose.

Cookie / Technology	Provider	Purpose	Category	Duration
[session cookie name]	cXc (first-party)	Maintains an authenticated session while you are signed in	Strictly necessary	Session
[CSRF cookie name]	cXc (first-party)	Protects against cross-site request forgery	Strictly necessary	Session
[consent cookie name]	cXc (first-party)	Records your cookie-consent choices	Strictly necessary	12 months
[load-balancer cookie]	cXc (first-party) / [CDN provider]	Directs your requests to the appropriate server	Strictly necessary	Session
[language cookie name]	cXc (first-party)	Remembers your language preference	Preference	12 months
[analytics cookie name]	[Analytics provider]	Anonymised product and website analytics	Analytics	[duration]
[marketing cookie name]	[Marketing provider]	Measures effectiveness of marketing campaigns	Marketing	[duration]

Template Completion Note

Replace every [placeholder] with the actual cookie name, provider, purpose, and duration used on your website. Use a cookie scanner (for example, from your consent management platform or a browser-based tool) to inventory the cookies actually set on the site before publication. An out-of-date cookies notice is a more serious regulatory risk than a notice with placeholder text.

6. Your Choices

6.1 Consent Banner

When you first visit our website, you see a consent banner that lets you accept all cookies, reject all non-essential cookies, or make a granular choice by category. Strictly necessary cookies are always set and do not require consent.

6.2 Changing Your Choices

You can change your cookie-consent choices at any time by [clicking the "Cookie preferences" link in the footer of our website / visiting <https://www.cxc.services/cookies>]. Changes take effect immediately for future cookie setting; cookies already set may persist until they expire or are manually cleared.

6.3 Browser Controls

Most browsers let you control cookies through their settings, including by:

- Blocking all cookies.
- Blocking third-party cookies.
- Clearing cookies on browser exit.
- Deleting specific cookies.

Detailed instructions for common browsers are maintained by the browser vendors themselves. Note that blocking strictly necessary cookies will prevent parts of our website and the Services from functioning.

6.4 "Do Not Track" and Global Privacy Control Signals

Some browsers send signals intended to indicate a user's privacy preferences. There is no universally agreed standard for interpreting these signals. Where recognised, we honour Global Privacy Control signals as a request not to set non-essential cookies, consistent with guidance from supervisory authorities.

7. Cookies in the Platform

Cookies used inside the authenticated cXc platform are limited to those necessary to operate the Services — for example, to maintain a secure session, to enforce access control, and to remember user preferences within the platform. These cookies are essential to the provision of the Services.

The use of cookies inside the platform does not, of itself, require a consent banner, because the cookies are strictly necessary to deliver the service you have requested by logging in. Where additional, non-essential cookies are used in the platform for specific optional features, you will be asked to consent before they are set.

8. Changes to This Notice

We may update this notice from time to time to reflect changes to our website, the cookies we use, or applicable law. The current version is always available on our website. The "Effective Date" and "Last Updated" dates on the cover of this document indicate when it was most recently revised.

Where we make material changes to the cookies we use — for example, adding a new third-party cookie category — we will seek fresh consent as required.

9. Legal Basis and Regulatory Context

Our use of cookies is governed by:

- The UK Privacy and Electronic Communications Regulations 2003 (PECR), which require consent for non-essential cookies.
- The EU ePrivacy Directive (2002/58/EC), as transposed into national law in EU Member States.
- UK GDPR and EU GDPR, which govern the subsequent processing of any personal data collected via cookies.
- Guidance from the UK Information Commissioner's Office and the European Data Protection Board.

We monitor regulatory developments, including the proposed EU ePrivacy Regulation, and will update this notice and our cookie-consent arrangements as required.

10. Contact

Questions about this notice, or about our use of cookies, should be directed to:

- privacy@cxk.services
- Data Protection Lead, cXc — conXchange Pvt Ltd
- [Registered office address]