

 TREASURYSRING COOKIES NOTICE

# How we look after your information

This version is effective from: November 2024

# What is this notice about?

This **Cookie Notice** explains how we use “cookies” and similar technologies on the TreasurySpring Advisors Limited and its group of companies’ (“**TreasurySpring**”) website at <https://treasuryspring.com> (“**Site**”), including, but not limited to, the client portal at <https://app.treasuryspring.com/portal/> (“**Portal**”). It is designed to assist you in making informed decisions when using our Site. For the avoidance of doubt, this **Cookie Notice** is intended to cover all websites operated by TreasurySpring.

This **Cookie Notice** should also be read in conjunction with our [Privacy Policy](#) and our [Terms of Use](#).

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For further information on cookies generally, including how to control and manage them, visit the guidance on cookies published by the UK Information Commissioner’s Office,

[www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

# 1. What are cookies or similar technologies?

Cookies are very small text files or pieces of code, which often include a unique identifier. When you visit a website, the website will request to store this text file on your device in order to remember information about you, such as your language preference or login information. Other information gathered through cookies may include the date and time of visits and how you are using the particular website.

For the purposes of the remaining sections of this Cookie Notice, we refer to all cookies and similar technologies using the above features as “cookies”.

We use “first party cookies” and “third party cookies” in connection with our Site. First party cookies are cookies placed by us to collect information about you. Third party cookies are cookies placed by third party website operators. Information about you collected by those third party cookies will be shared with the relevant third party. Please refer to the relevant third party website operator’s privacy notice for more details about the information they collect and how they use it.

Throughout our Site we may link to other websites owned and operated by certain trusted third parties. Where you follow links from our Site to the website of a third party, that website may place different cookies on your device. For more information relating to these other third party websites, please consult their privacy notice and/or cookie notice as appropriate.

You should be aware that applications you use to access our Site, such as your website browser, may also place cookies on your device when visiting our Site, or other websites. An example of this would be where you sign in to Google Chrome using a Google Account (see Section 5 below). We do not have control over these third party cookies, so you will need to manage these cookies in the settings of the relevant applications.

## 2. How long do cookies last?

All cookies have expiration dates that determine how long they stay in your browser:

**Session Cookies** – these are temporary cookies that are placed on your device during your browsing session and then expire (and are automatically erased) whenever you close your browser.

**Persistent Cookies** – these are designed to last for a pre-defined period of time, which varies depending on the nature of the cookie. Persistent cookies stay in your browser until they reach their individual expiry date, or until you manually delete them (see Section 5 below).

## 3. Which cookies do we use on our site?

We use the following types of cookies:

**Essential Cookies** – Essential cookies are those cookies which a website could not operate without. Essential cookies include cookies such as session cookies that keep users logged in on a website.

**Functionality Cookies** – These cookies recognise you when you return to a website, remember your preferences and provide enhanced, more personalised features.

**Security, site and product integrity Cookies** – These cookies help keep your account, data and the Site safe and secure. Such cookies can help us identify and impose additional security measures when someone may be attempting to access a Site account without authorisation, for instance, by rapidly guessing different

passwords. These cookies are used predominantly on the Portal. These cookies also store information that allows us to recover your account in the event you have forgotten your password or to require additional authorisation if you tell us your account has been hacked.

**Analytics/Performance Cookies** – We use Google Analytics to understand how the Site is being used in order to improve your experience – this data is all anonymous, and helps us to continuously improve our Site.

These cookies compile visitor statistics such as how many people have visited our Site, what type of technology they are using, how long they spend on the Site, what page they look at, for example. They also enable the base functionality of the Site. The Portal additionally uses cookies that allow us to compile how visitors interact with our Portal, store session information, and follow a user session across different pages, for example. These analytics programs also tell us on an anonymous basis how people reached this Site (from a search engine, for example) and whether they have been here before.

You can opt-out of being tracked by Google Analytics across all websites here: <https://tools.google.com/dlpage/gaoptout>.

The table below is a non exhaustive list of the individual cookies we may use on our Site and the purposes for which they are used.

| Cookie Name     | 1st Party or 3rd Party cookie | Cookie Type | Purpose                                                                                                                                                                                                                                                                                                                          | Duration                   |
|-----------------|-------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| _ga_*           | 3rd Party                     | Analytical  | This is a Google Analytics cookie. It is set by Google Analytics to store and count page views. More information about Google Analytics can be found here: <a href="http://www.google.com/intl/en/analytics/privacyoverview.html">http://www.google.com/intl/en/analytics/privacyoverview.html</a>                               | 1 year, 1 month and 4 days |
| _ga             | 3rd Party                     | Analytical  | This is a Google Analytics cookie. It registers a unique ID that is used to generate statistical data on the use of our Site. More information about Google Analytics can be found here: <a href="http://www.google.com/intl/en/analytics/privacyoverview.html">http://www.google.com/intl/en/analytics/privacyoverview.html</a> | 1 year, 1 month and 4 days |
| _gat_gtag_UA_*  | 3rd Party                     | Analytical  | This is a Google Analytics cookie. It is set by Google Analytics to store a unique user ID. More information about Google Analytics can be found here: <a href="http://www.google.com/intl/en/analytics/privacyoverview.html">http://www.google.com/intl/en/analytics/privacyoverview.html</a>                                   | Session only               |
| _gid            | 3rd Party                     | Analytical  | This is a Google Analytics cookie. It registers a unique ID that is used to generate statistical data on the use of our Site. More information about Google Analytics can be found here: <a href="http://www.google.com/intl/en/analytics/privacyoverview.html">http://www.google.com/intl/en/analytics/privacyoverview.html</a> | Session only               |
| _signalZen_*    | 3rd Party                     | Chat        | This is a SignalZen cookie. It will register various information related to the chat feature on the website. More information about SignalZen can be found here: <a href="https://signalzen.com/privacy-policy/">https://signalzen.com/privacy-policy/</a>                                                                       |                            |
| AWSALB*         | 3rd Party                     | Session     | This is an Amazon Web Services (AWS) cookie. The purpose of this cookie is to allocate server traffic to make the user experience smooth and fast. More information about AWS can be found here: <a href="https://aws.amazon.com/privacy/">https://aws.amazon.com/privacy/</a>                                                   |                            |
| TSAUTH_SECURITY | 1st Party                     | Session     | This is a TreasurySpring cookie. It will store a unique ID that represents an authenticated user.                                                                                                                                                                                                                                |                            |

## 4. Is consent needed to use cookies?

**Non-essential Cookies** – We may only store and access non-essential cookies on your device with your permission. You are not obliged to give consent to our use of non-essential cookies. If you do give your consent and then change your mind, you can block or delete them (see Section 5 below).

**Essential Cookies** – Please note that we do not need your consent to store and access essential cookies on your device, although you can still block or delete them (see Section 5 below).

## 5. How do I refuse, block or delete cookies?

There are various ways that you can manage your cookie preferences, but please be aware that in order to use some parts of our Site you will need to allow certain essential or functional cookies. If you block or subsequently delete those cookies, some aspects of our Site may not work properly and you may not be able to access all or part of our Site.

You can block the use of cookies generally (not just in respect of our Site) by activating the relevant settings in your browser. Use the links below to find out how to change how your browser interacts with cookies across the web and to delete any cookies it's currently storing.

**Chrome:** <https://support.google.com/chrome/answer/95647>

**Safari:** <https://support.apple.com/en-gb/guide/safari/sfri47acf5d6/mac>

**Safari (iOS):** <https://support.apple.com/en-gb/HT201265>

**Android:** <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid>

**IE:** <https://support.microsoft.com/en-us/windows/delete-and-manage-cookies-168dab11-0753-043d-7c16-ed5947fc64d>

**Microsoft Edge:** <https://support.microsoft.com/en-gb/windows/microsoft-edge-browsing-data-and-privacy-bb8174ba-9d73-dcf2-9b4a-c582b4e640dd>

**Firefox:** <https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop?redirectlocale=en-US&redirectslug=enable-and-disable-cookies-website-preferences>

Further, if you do not want to be tracked by Google Analytics, you can install the Google Analytics opt-out browser add-on (but this will only work on certain browsers). For further information on Google Analytics and its use of cookies, please see [How Google uses cookies](#).

Please note that we are not responsible for information available on these websites.

## 6. Does this notice change?

We may update our Cookie Notice from time to time. This might be for a number of reasons, such as to reflect a change in the law or to accommodate a change in our business practices and the way we use cookies. We recommend that you check here periodically for any changes to our Cookie Notice.

## 7. How can I contact you?

If you have any questions or feedback on our Cookie Notice, please contact us using the following methods:

**Email** – Send us an email at [legal@treasuryspring.com](mailto:legal@treasuryspring.com).

**Post** – Write to us at: TreasurySpring Advisors Limited, Thomas House, 84 Eccleston Square, London SW1V 1PX for the attention of Head of Legal.

## 25 Market Mews

London, W1J 7BZ

T: +44 203 535 8995

## Ordnance House

31 Pier Road, St Helier,

Jersey JE4 8PW

T: +44 1534 825259

## 1230 Avenue of the Americas

16th Floor

New York, NY 10020

T: +1 (646) 838 0074

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