

# Satisfly Ltd Cookies Notice

*Last updated: April 04, 2025*

This Cookie Notice explains how Satisfly Ltd (collectively “Satisfly”, “we”, “us”, and “ours”) uses cookies and similar technologies to recognize you when you visit our website at <https://satisfly.com/> and its sub-domains (“Website”) or use the Satisfly customer satisfaction management platform (“Platform”). It outlines what these cookies and technologies are, why we use them, and your rights to control our use of them.

## What are cookies?

Cookies are small data files placed on your computer or mobile device when you visit a website or use a platform. They are widely used by website and platform owners to ensure their services function properly, improve efficiency, and provide valuable reporting information.

Cookies set by the website or platform owner (in this case, Satisfly) are called "first-party cookies." Cookies set by entities other than the website or platform owner are known as "third-party cookies." Third-party cookies enable additional features or functionalities, such as analytics or interactive content, to be provided on or through the Website or Platform. The parties setting these third-party cookies may recognize your device when you visit our Website or Platform, as well as certain other websites or platforms.

## Why do we use cookies?

We use first-party and third-party cookies for several purposes. Some cookies are necessary for technical reasons to ensure our Website and Platform operate effectively; we refer to these as "essential" or "strictly necessary" cookies. Third parties may also serve cookies through our Website and Platform for analytics, performance tracking, and other purposes, as detailed below.

## What about other tracking technologies, like web beacons?

Cookies are not the only method for recognizing or tracking visitors. We may occasionally use similar technologies, such as web beacons (also known as "tracking pixels" or "clear GIFs"). These are tiny graphic files containing unique identifiers that allow us to track when someone has visited our Website or Platform. For example, this helps us analyze user traffic patterns between pages and enhance the performance of our services. These technologies often rely on cookies to work correctly, so declining cookies may limit their functionality.

## **How can I control cookies?**

You can configure your web browser settings to accept or refuse cookies. If you choose to reject cookies, you can still use our Website and Platform, though some features or areas may have restricted functionality. Since the method for managing cookies varies by browser, please consult your browser's help menu for specific instructions.

## **How often will you update this Cookie Notice?**

We may update this Cookie Notice periodically to reflect changes in the cookies we use or for operational, legal, or regulatory reasons. We encourage you to revisit this Cookie Notice regularly to stay informed about our use of cookies and related technologies.

The date at the top of this Cookie Notice indicates when it was last updated.

## **Where can I get further information?**

If you have questions about our use of cookies or other technologies, please contact us at [privacy@satisfy.com](mailto:privacy@satisfy.com).