

CAPTIONCALL COOKIE NOTICE

To make Captioncall, LLC's ("Captioncall") websites and applications (collectively the "Sites") work properly, and to provide the most relevant products and services to our customers, we place small data files called cookies on your device. This Cookie Notice provides you with information about cookies and how to control them our Sites.

What is a Cookie?

A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your device's memory that enables the sites or service providers systems to recognize your browser and capture and remember certain information. Cookies on our Sites may be delivered in a first-party (set by a Captioncall website or app) or third-party (set by another website or app) context and may also be set in association with emails you receive from us.

Cookies Used on Our Sites

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. You may use the following cookies when you visit our Sites.

- Essential Cookies.** These cookies are essential for enabling user movement around our Sites and providing access to features such as your profile and purchases, and other secure areas of our Sites. These cookies do not gather information about you that could be used for marketing purposes and do not remember where you have been on the internet. This category of cookies cannot be disabled. The table below provides more information about these cookies.

Cookie Name	Source	Expiry	Purpose
viewed_cookie_policy & CONSENT	CaptionCall	1 Year	The cookie is set by the GDPR Cookie Consent plugin and is used to store whether or not user has consented to the use of cookies. It does not store any personal data.
cookieLawinfo-checkbox-necessary	CaptionCall	1 Year	This cookie is set by GDPR Cookie Consent plugin. The cookies is used to store the user consent for the cookies in the category "Necessary".
cookieLawinfo-checkbox-performance	CaptionCall	1 Year	This cookie is set by GDPR Cookie Consent plugin. The cookie is used to store the user consent for the cookies in the category "Performance".
cookieLawinfo-checkbox-analytics	CaptionCall	1 Year	This cookies is set by GDPR Cookie Consent WordPress Plugin. The cookie is used to remember the user consent for the cookies under the category "Analytics".

cookielawinfo-checkbox-advertisement & cookielawinfo-checkbox-others	CaptionCall	1 Year	The cookie is set by GDPR cookie consent to record the user consent for the cookies in the category "Advertisement".
__cfduid	Amazon Web Services - CaptionCall	1 Month	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the web application and does not store any personally identifiable information.
cookielawinfo-checkbox-functional	CaptionCall	1 Year	The cookie is set by GDPR cookie consent to record the user consent for the cookies in the category "Functional".

2. **Performance & Functionality Cookies.** These cookies track how you interact with our website so we can fix bugs and improve our user experience. These cookies may also save your user preference to make using our website easier.

Cookie Name	Source	Expiry	Purpose
YSC	CaptionCall	Per session	This cookies is set by Youtube and is used to track the views of embedded videos.
_gat	CaptionCall	1 Minute	This cookies is installed by Google Universal Analytics to throttle the request rate to limit the collection of data on high traffic sites.

3. **Analytics Cookies.** We use Google Analytics cookies to collect information about how visitors use our website. These cookies collect information in the aggregate to give us insight into how our website is being used. We anonymize IP addresses in Google Analytics, and the anonymized data is transmitted to and stored by Google on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. The following table has more information about these cookies.

Cookie Name	Source	Expiry	Purpose
_ga	Google	2 Years	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.
_gid	Google	1 Day	This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating an analytics report of how the website is doing. The data collected including

			the number visitors, the source where they have come from, and the pages visited in an anonymous form.
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4. **Marketing Cookies.** We also use marketing cookies that deploys a cookie when a user interacts with a marketing communication, such as a marketing email or a marketing-based landing page on our website. This cookie collects personal information such as your name, which pages you visit on our website, your history arriving at our website, your purchases from Captioncall, and the like. Collected information is used to evaluate the effectiveness of our marketing campaigns or to provide better targeting for marketing. The following table provides more information about this cookie.

Cookie Name	Source	Expiry	Purpose
VISITOR_INFO1_LIVE	YouTube	5 Months 7 Days	This cookie is set by Youtube. Used to track the information of the embedded YouTube videos on a website.
test_cookie	DoubleClick.net	15 Minutes	This cookie is set by doubleclick.net. The purpose of the cookie is to determine if the user's browser supports cookies.
IDE	Google DoubleClick	1 Year 24 Days	Used by Google DoubleClick and stores information about how the user uses the website and any other advertisement before visiting the website. This is used to present users with ads that are relevant to them according to the user profile.

Third Party Website Cookies

Third party cookies are cookies set by someone other than Captioncall for purposes such as collecting information on user behavior, demographics, or personalized marketing. When using our Sites, you may encounter embedded content, such as YouTube videos, or you may be directed to other websites for such activities as surveys, or complete purchases through third party payment providers. These websites and embedded content may use their own cookies. We do not have control over the placement of cookies by other websites, even if you are directed to them from our website.

How to Control and Delete Cookies

1. Consent Pop-Up

The Captioncall Cookie Consent Pop-up can be utilized to customize your cookie preferences. The tool will record when you have consented to our cookie notice and will ask for consent. The consent pop-up specifically controls non-essentially cookies set by using our Sites. Essential cookies cannot be disabled, nor can the tool be used to block cookies on third-party websites linked from our website.

2. Using Your Browser

Many of the cookies used on our Sites can be enabled or disabled through our consent pop-up or by disabling the cookies through your browser. To disable cookies through your browser, follow the instructions usually located within the "Help," "Tools" or "Edit" menus in your browser. Please note that disabling a cookie or category of cookies does not delete the cookie from your browser unless manually completed through your browser function.

Cookies that Have Been Set in the Past

Collection of your data from our analytics cookies can be deleted. If cookies are deleted, the information collected prior to the preference change may still be used, however, we will stop using the disabled cookie to collect any further information from your user experience. For our marketing cookie, when a user opts out of tracking, a new cookie is placed to prevent users from being tracked.

Questions?

For more information, feel free to contact our data privacy officer at privacy@captioncall.com