



COOKIE POLICY

Our cookies — what they do and how to manage them

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What are cookies?

Cookies are small files that a website stores on your device when you visit it. They allow the website to remember your settings, keep you logged in and make other parts of the site work correctly. In addition to cookies, websites also use similar technologies such as localStorage — a storage mechanism in your browser that works in much the same way but is technically distinct from a cookie. In this policy, the term "cookies" refers to both cookies and similar technologies unless stated otherwise.

We only use cookies for the purposes described below. For cookies that are not strictly necessary, we ask for your consent first via our cookie settings. You can update your preferences at any time — through the account menu in the top right of our website, under "Cookie settings".

Which cookies do we use?

We distinguish five categories of cookies. Below you will find a description of each category, which parties place them and how long they are retained.

Functional cookies — always active

Functional cookies are necessary for our website and client portal to work correctly. Without them, parts of the website will not function as intended. Because they are strictly necessary, they do not require your consent and cannot be disabled via our cookie settings.

Functional cookies are placed exclusively by xYnta. They are used for:

- Maintaining your browser session so that you remain logged in to our client portal
- Remembering the state of comparison tables, filters and other page elements during your visit
- Making the shopping basket and order process work correctly
- Storing your cookie preferences so that we do not need to ask you again on every visit

Session cookies are deleted as soon as you close your browser. Your stored cookie preferences are retained for up to twelve months so that your choice remains valid on your next visit.

Preference cookies — optional

Preference cookies remember your personal settings on our website so that you do not have to reconfigure them on every visit. They are placed exclusively by xYnta and are never shared with third parties.

Preference cookies remember settings such as:

- Your display preference: light or dark theme
- Your language preference

This information cannot be traced back to you as an individual and is used solely to tailor the website to your choices. These cookies are retained for the duration of your browser session or until you clear them.

Live chat cookies — optional

Live chat cookies are placed by the external chat service we use to answer your questions directly. These cookies are only placed with your consent.

We use **Crisp** for this purpose, a chat service provided by Crisp IM SAS (Rouen, France). Crisp places a cookie to maintain your chat session, so that you can navigate between pages during a conversation without losing the chat. All data is processed and stored within the European Union. The Crisp session cookie is retained for up to twelve months.

If you do not accept live chat cookies, the chat function will not be available. You will see a notice that the chat has been disabled due to your cookie preferences. You can always reach us by e-mail or phone instead.

We may add further live chat services in the future. We will update this policy accordingly.

Statistical cookies — optional

Statistical cookies allow us to measure how our website is used so that we can make targeted improvements. The data we collect for this purpose is fully anonymous — it cannot be traced back to you as an individual.

We use **Matomo** for this purpose, an open-source web analytics platform that we self-host on our own servers in the Netherlands. Matomo places a cookie to distinguish unique visitors and track browsing behaviour, such as which pages are visited and for how long. Your IP address is anonymised immediately — we never store a full IP address. No data is shared with external parties.

The Matomo cookie is retained for up to thirteen months. If you do not accept statistical cookies, we will not place a Matomo cookie and your visit will not be measured.

We may add further statistical tools in the future. We will update this policy accordingly.

Marketing cookies — optional

Marketing cookies are placed by third parties that we engage to tailor content and advertisements to your interests, including on other websites. These cookies are only placed with your consent.

We do not currently use any marketing cookies. We may add further services under this category in the future. We will update this policy accordingly.

Form security — hCaptcha

We use hCaptcha, provided by Intuition Machines, Inc. (United States), to protect our forms against spam and automated misuse. hCaptcha operates primarily via JavaScript. It is possible that hCaptcha also uses technical storage in your browser as part of this process. For more information, please refer to the [hCaptcha privacy policy](#).

Managing your cookie settings

You can view and update your cookie preferences at any time. To do so, open the account menu in the top right of our website and select "Cookie settings". Here you can enable or disable each category of cookies individually.

You can also delete or block cookies through your browser settings. Please note that blocking functional cookies may affect how our website works. For more information on managing cookies, please refer to your browser's help section.

Changes to this cookie policy

We may update this cookie policy when we start using new cookies or make changes to existing ones. The most current version is always available on our website, along with the date of the most recent update. If you continue to use our website after a change has been made, we assume you have taken note of the updated policy. Where a change affects cookies that require consent, we will ask for your consent again where appropriate.

Further information

Do you have a question about our use of cookies, or would you like to exercise your privacy rights? Please feel free to contact us. More information about your rights as a data subject can be found in our [privacy policy](#).

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The current version of this document is always available at:

<https://www.xynta.com/en/legal/cookies>

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