Cookie Statement

Version of: 10 September 2024

1. Introduction

When you visit www.bitvavo.com, use any related website or use the Bitvavo app, Bitvavo might use cookies and similar technologies to collect information about you. Since Bitvavo B.V. ("**Bitvavo**") respects your privacy and makes it a high priority to handle your (personal) data with care, this "**Cookie Statement**" explains what these technologies are and why we use them, as well as your rights to control our use of them.

We are responsible for the use of cookies on our websites and applications. To get in contact with Bitvavo about our use of cookies, please refer to the contact details provided at the bottom of this Cookie Statement.

This Cookie Statement is part of, and utilizes certain terms that are defined in the User Agreement.

2. What are cookies?

Cookies are small text files that websites place on your device as you are browsing. They are processed and stored by your web browser. A cookie enables data (potentially including personal data) to be stored on and retrieved from your device.

In and of themselves, cookies are harmless and are widely used for the proper functioning of a website, to make the website more efficient, as well as to provide information to website owners. Cookies can also generally be easily viewed and deleted.

2.1 Duration

The length of time a cookie will stay on your browsing device depends on whether it is a persistent or session cookie as both explained below:

   i.   **Session cookies**: These cookies are temporary and expire once you close your browser (or once your session ends).

ii. **Persistent cookies**: This category encompasses all cookies that remain on your hard drive until you erase them or your browser does, depending on the cookie's specific retention period (mentioned under section 3).

2.2 Source of the cookies

Cookies could be placed by several parties as explained below:

i. **First-party cookies**: Are put on your device directly by the website you are visiting.

ii. **Third-party cookies**: Are the cookies that are placed on your device, not by the website you are visiting, but by a third party like an advertiser or an analytic system.

Please note that, although we use (some of) the information collected by third-party cookies, we do not control the types of information collected and stored by third-party cookies themselves. If you want more information on this, please check the third-party's website for more information on how they use cookies.

3. What types of cookies do we currently use and why?

Bitvavo uses cookies for functional, analytical and marketing purposes.

Some cookies used for analytical or marketing purposes enable the storage and retrieval of personal data on your device. For example, cookies used to show you advertisements and other relevant information about topics of interest to you, to carry out campaign analysis and to approach target audiences. We will ask your consent before we use these types of cookies.

Set out below is a list of the cookies we currently use per category, the provider of these cookies, the purposes for which we use them, the lifespan of each cookie and the legal ground for the processing of personal data via these cookies.

3.1 Functional cookies

A number of the cookies we place are essential to ensure the proper technical functioning of our Website. Other cookies are used to provide website functionalities such as the possibility to save or remember preferred settings.

We process the following functional cookies:

Name	Source	Purpose	Expiration	Legal ground
__cf_bm	Cloudflare	Cloudflare Bot Management	30 minutes of inactivity	Legitimate interest
a	Bitvavo	The referral code of the referrer which referred a user to Bitvavo.	30 days	Legitimate interest
ab.storage.deviceId ab.storage.userId.* ab.storage.sessionId.* anonymousId	Bitvavo	Randomly-generated string used to identify anonymous users, and to differentiate users' devices and enables device-based messaging via Braze	1 year	Legitimate interest
auth0_device_id	Bitvavo	Randomly-generated string used to identify logged in users across sessions in order to keep a user logged in	1 year	Legitimate interest
did did_compat	Auth0/Bitvavo	Attack Protection More info: https://auth0.com/docs/manage-users/cookies/authen	Session	Legitimate interest

		tication-api-cooki es		
auth0 auth0_compat	Auth0/Bitvavo	Used for Authentication	Session	Legitimate interest
AEC	Google	Prevent malicious sites from acting on behalf of a user without that user's knowledge	6 months	Legitimate interest
Bitvavo-consent-settings	Bitvavo	Remember the consent settings saved by a user when interacting with the cookie consent bar.	Session	Legitimate interest
cf_clearance	Bitvavo	Cloudflare Clearance Cookie stores the proof of challenge passed. It is used to no longer issue a challenge if present. It is required to reach an origin server.	1 year	Legitimate interest
country	Bitvavo	Cookie to save the chosen language	Session	Legitimate interest
grid-horizontal-inner-panel-group	Bitvavo	Stores the configured width of resizable	1 year	Legitimate interest

		elements on the advanced pane		
grid-horizontal-outer-panel-group	Bitvavo	Stores the configured width of resizable elements on the advanced panel	1 year	Legitimate interest
grid-vertical-panel-group	Bitvavo	Stores the configured width of resizable elements on the advanced panel	1 year	Legitimate interest
hasBetaPopUpBeenDisplayedBefore	Bitvavo	Keeps track if the popup with information about the advanced panel beta features have been displayed to a user	1 year	Legitimate interest
order_book_filter	Bitvavo	Saves chosen Orderbook filter across sessions	1 year	Legitimate interest
HSID	Google	Help to authenticate users, prevent fraud, and protect you as you interact with a service.	1 year	Legitimate interest

_GRECAPTCHA	Google recaptcha service	Identify bots to protect the website against malicious spam attacks,	5 months	Legitimate interest
__secure-csrf	Bitvavo	To increase the security of a Website or Service that has been explicitly requested by you.	60 minutes	Legitimate interest
__secure-device	Bitvavo	To increase the security of a Website or Service that has been explicitly requested by you.	1 year	Legitimate interest
__secure-jwt	Bitvavo	To increase the security of a Website or Service that has been explicitly requested by you.	60 minutes	Legitimate interest
__secure-expires	Bitvavo	To increase the security of a Website or Service that has been explicitly requested by you.	60 minutes	Legitimate interest
locale	Bitvavo	To remember your language preferences.	1 year	Legitimate interest

__zlcmid	Zopim	Customer Service Chat. Help to identify a user's chat session between page loads.	1 year	Legitimate interest
sc	Sentry Monitoring	To monitor any crashing issue on our Bitvavo's products	8 months	Legitimate interest
userId	Bitvavo	To remember your own account settings and status	1 year	Legitimate interest
two-factor-enable -flow-done	Bitvavo	To remember that you completed the Enable Two Factor flow	3 minutes	Legitimate interest
two-factor-enable -flow-type	Bitvavo	To remember the type of Enable Two Factor flow you went through	5 days	Legitimate interest
theme	Bitvavo	To remember the theme you selected on the advanced panel	1 year	Legitimate interest

3.2 Analytical cookies

We use analytical cookies to collect information about how you use our Website. The information these cookies collect is used to obtain information about the quality or effectiveness of our Website. The data we collect via analytical cookies can include which web pages you go to most often, how much time you spend on that page, or if you get error messages from certain pages.

We process the following analytical cookies:

Name	Source	Purpose	Expiration	Legal ground
AF_SYNC	Appsflyer	Analyze user journeys across multiple platform (app and web)	2 days	Consent
afUserId	Appsflyer	Analyze user journeys across multiple platform (app and web)	1 year	Consent
af_id	Appsflyer	Track the source of the users where they came from.	1 year	Consent
FPID	Server Side GTM	server-managed ID cookie that's designed to replace the JavaScript-managed _ga cookie used by Google Analytics 4	1 year	Consent
FPLC	Server Side GTM	Is a hash of FPID cookies and used for cross-domain tracking	20 hours	Consent
_ga 1P_JAR APISID SAPISID SID SSID	Google Analytics	This cookie is associated with Google Analytics which is a significant update to Google's more commonly used analytics service. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and	2 years	Consent

		campaign data for the site's analytics reports.		
_ga_MCJJ7HJ5B5	Google Analytics	Used to persist session state	2 years	Consent
_gid	Google Analytics	Used to distinguish users	24 hours	Consent
OTZ	Google Analytics	Crossed device user tracking from Google Account	6 days	Consent
onfido-js-sdk-woopra	Woopra Privacy	This cookie is used to understand how Onfido services for user identifications are used.	1 year	Consent
wooTracker	Woopra Privacy	Used to identify users and their browsing activity on our websites	1 year	Consent

3.3 Marketing cookies

We place various cookies for advertising, commercial and promotional purposes. The personal data collected by these cookies are analyzed and used for the development of campaigns and to target audiences with the most relevant information and personalized communications on the Website or app.

We process the following marketing cookies:

Name	Source	Purpose	Expiration	Legal ground
__Secure-1PAPISID __Secure-1PSID__ Secure-1PSIDCC __Secure-3PAPISID __Secure-3PSID__ Secure-3PSIDCC	Google	**Targeting cookies**. Used for targeting purposes to build a profile of the website visitor's interests in order to show relevant & personalized Google advertising.	1 year	Consent

__fbp	Facebook	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers	3 months	Consent
_rdt_uuid	Reddit	Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor's preferences	3 months	Consent
_scid _scid_r sc_at	Snapchat	Used to help identify a visitor.	1 year	Consent
ANID APISID CONSENT NID SAPISID SID SIDCC SSID	Google	Used by Google/YouTube to display personalized advertisements on Google sites, based on recent searches and previous interactions.	1 year	Consent
guest_id muc_ads personalization_id	Twitter	This cookie is set by Twitter for advertising and to identify and track the website visitor	1 year	Consent
X-AB	sc-static.net	This cookie is used by the website's operator in context with multi-variate testing. This is a tool used to combine or change content on the website. This allows the website to find the best variation/edition of the site.	1 day	Consent

uid	.adform.net	Unique identifier	2 months	Consent
_gcl_au	Google Ads	To store and track conversions.	3 months	Consent

4. Change your cookie settings

On your first visit to our Website you have made a choice on whether or not to accept cookies. You can always change this via the cookie settings on our Website. In case you want to disable cookies being placed, want to receive a notification at the moment when a cookie is placed on your device, or want to delete all stored cookies on your device, you can do so through your browser settings (often found under "Help" or "Internet options"). See the relevant link below for your selected browser type:

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [Safari](#)

5. Updating the Cookie Statement

If Bitvavo changes the cookies used on the Website, Bitvavo will amend this Cookie Statement accordingly. Any update of the Cookie Statement will apply after announcing the update on the Website or any other official communication channel.

6. Contact and questions about this Cookie Statement?

If you want to know more about Bitvavo's Cookie Statement or have any questions or recommendations, please send an email to privacy@bitvavo.com or contact Bitvavo's Data Protection Officer directly at dpo@bitvavo.com. Bitvavo will respond to your request as quickly as possible.

Contact details

Bitvavo B.V.

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Chamber of Commerce number: 68743424