

# Cookie Policy

*Last Updated: 24.05.2018*

This is the Cookie Policy for Keen Ltd

## 1. What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality. Cookies do not typically identify you as an individual, just the device you are using. For further information on cookies, including how to see what cookies have been set on your device and how to manage and delete them, visit <http://www.allaboutcookies.org>.

## 2. How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases, there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

## 3. The Cookies We Set

### Account related cookies

If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out, however in some cases they may remain afterwards to remember your site preferences when logged out.

[www.keen.com.mt](http://www.keen.com.mt)

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### **Login related cookies**

this site offers email and newsletter subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

### **Email newsletters related cookies**

This site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

### **Orders processing related cookies**

this site offers e-commerce or payment facilities and some cookies are essential to ensure that your order is remembered between pages so that we can process it properly.

### **Forms related cookies**

when you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

### **Site preferences cookies**

In order to provide you with a great experience on this site, we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

## **4. Third party cookies**

### **Google Analytics (Analytics)**

Google Analytics uses cookies to help us analyze how our users use our websites and services. You can find out more about this service and how Google uses your data at <http://www.google.com/analytics> and [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/)

### **Google Adwords (Advertising)**

We use Google Adwords to target advertisements or marketing communications we believe may be of interest to you. You can opt out of targeted advertising by:

<https://www.google.com/settings/ads/anonymous>

### **Google Tag Manager (Analytics)**

Google Tag manager enables Keen Ltd to manage JavaScript and HTML tags used for tracking and analytics on websites.

### **Hotjar (Analytics)**

We use Hotjar to understand how our visitors use our website and optimize their site journey. You can learn more about their privacy policy from here.

<https://www.hotjar.com/legal/policies/privacy>

### **Zendesk (Live Chat)**

We use Zendesk to manage and respond to customer inquiries via chat on <https://www.keen.com.mt>. Learn more about their privacy policy

from here. <https://www.zendesk.com/company/customers-partners/privacy-policy/>

### **Facebook (Analytics & Advertising)**

We use Facebook as a medium to talk to customers and to measure the effectiveness of our advertising campaigns. You can opt out of targeted advertising by:

<https://www.facebook.com/settings/?tab=ads>

### **LinkedIn (Analytics)**

We use LinkedIn as a medium to talk to customers and to measure the effectiveness of campaigns.

### **Twitter (Analytics)**

We use Twitter as a medium to talk to customers and to measure the effectiveness of campaigns.

### **MailChimp**

We use MailChimp to send email campaigns to our subscribers. You can unsubscribe from our emailing platform Mailchimp - by clicking unsubscribe link on the footer part in each of our campaigns or reaching us through <https://www.keen.com.mt/contact-keen>. You can

[www.keen.com.mt](http://www.keen.com.mt)

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have more information about the privacy policy of Mailchimp from <https://www.mailchimp.com/legal/privacy>

## 5. Cookies Use When You Use Mobile Devices

Some mobile devices share the same features with computers, such as the support of full-featured browsers. When you are using this type of devices such as smartphones, we use cookies in a similar way to when you are using computers. Other devices may use different technologies, such as local storage, Software Development Kits (SDKs), or Advanced Programming Interfaces (APIs) to facilitate aforementioned processes effectuated by cookies.

We may obtain or receive information about your device, our apps, or other apps. We may also use these technologies to store information on your device. For example, we may receive information about the make and model of your mobile device when you are asking others for help through our app.

## 6. How can you control cookies?

You can accept or reject cookies by amending your web browser controls. Because they're important, our websites and services might not work like they're supposed to, and in some cases, might not work at all, if you decide to reject our cookies.

Most advertising networks also offer you the option to opt out of targeted advertising. For more info, visit <http://www.aboutads.info/choices/> or <http://www.youronlinechoices.com>. You can manage your cookie settings by following your browser's instructions. Here are some links that might be of assistance:

### Google Chrome

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

### Microsoft Internet Explorer

<https://support.microsoft.com/en-nz/help/17442/windows-internet-explorer-delete-managecookies>

### **Mozilla Firefox**

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

### **Safari**

[https://support.apple.com/en-nz/guide/safari/manage-cookies-and-website-datasfri11471/  
mac](https://support.apple.com/en-nz/guide/safari/manage-cookies-and-website-datasfri11471/mac)

## **7. More Information**

Hopefully, that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not, it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

However, if you are still looking for more information than you can contact us through one of

our preferred contact methods:

- Email: [support@keen.com.mt](mailto:support@keen.com.mt)

- By visiting this link: <https://www.keen.com.mt/contact-keen>

- Data Protection Officer

### **Carolin Hyzyk**

Keen Ltd - Triq L-Industrija,

Xewkija - XWK3000

Gozo, Malta

[www.keen.com.mt](http://www.keen.com.mt)

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