

GENOVO COOKIE POLICY

Creanova Limited (“us”, “we”, or “our”) use cookies on <https://www.genovo.co.uk> (the “Site”) and the report writing app <https://app.genovo.co.uk/> (the “App”). By using the Site or the App, you consent to the use of cookies.

Our Cookie Policy explains what cookies are, how we use cookies, how third parties we may partner with may use cookies on the Site or App, your choices regarding cookies and further information about cookies.

We use cookies to distinguish you from other users of our Site and App. This helps us to provide you with a good experience when you browse our Site and also allows us to improve the Site and App.

What are cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website.

Cookies can be “persistent” or “session” cookies.

A persistent cookie is stored on a user’s device in between browser sessions which allows the preferences or actions of a user across the Site (or in some cases across different websites) to be remembered. Persistent cookies may be used for a variety of purposes including remembering preferences and choices when using the Site or App.

A session cookie allows the Site to link your actions during a browser session. Turning off cookies will impair the function of the App. Session cookies are used for a variety of purposes such as remembering user details for a session. We use session cookies to enable certain features of the Site. Unlike persistent cookies, session cookies are deleted from your computer when you log off from the Site and then close your browser.

Which cookies we use and why

The table below explains the types of cookies we use and why we use each of them.

Type	Source	Type	Purpose	Duration
ARRAffinity	App	Functional	Essential for function of Genovo App	Session
ARRAffinity SameSite	App	Functional	Essential for function of Genovo App	Session
ASP.NET_SessionId	App	Functional	Essential for function of Genovo App	Session
AspNet_Genovo	App	Functional	Essential for function of Genovo App	Session
AbusePrevention	App	Functional	Essential for function of Genovo App	1 Day
mfareminder	App	Functional	Essential for function of Genovo App	1 Month
TiPMix	App	Functional	Essential for function of Genovo App	1 Hour

__RequestVerificationToken	App	Functional	Essential for function of Genovo App	Session
ai_session	App	Functional	App performance monitoring	30 Min
ai_user	App	Functional	App performance monitoring	1 Year
x-ms-routing-name	App	Functional	Essential for function of Genovo App	1 Hour
_x_w	Freshdesk	Functional	To enable support tickets	Session
displayCookieConsent	Genovo (www)	Functional	To display Cookie consent banner.	1 years
_ga	Google	Marketing	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	2 years
_gid	Google	Analytics	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	1 day
_gat	Google	Performance	This cookie is installed by Google Universal Analytics to restrain request rate and thus limit the collection of data on high traffic sites.	1 minute
_GRECAPTCHA	Google	Functional	Spam Protection	Session
__mauid	NetResults	Analytics	tracking cookie is used to identify visits as well as form submissions	2 years
YSC	Youtube	Marketing	to store and track interaction.	Session
VISITOR_INFO1_LIVE	Youtube	Functional	A cookie set by YouTube to measure bandwidth that determines whether the user gets the new or old player interface.	6 Months
CONSENT	Youtube	Marketing	YouTube sets this cookie via embedded youtube-videos and registers anonymous statistical data.	2 years

Your choices regarding cookies

You can set up your browser options to stop your computer accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use the whole of the Site or the App, or all functionality of the services.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

The following links explain how you can control cookies via your browser – remember that if you turn off cookies in your browser then these settings apply to all websites not just this one.

Internet Explorer	http://support.microsoft.com/kb/278835
Edge	https://answers.microsoft.com/en-us/windows/forum/apps_windows_10-msedge/edge-how-do-i-enable-cookies/275b58e3-d741-4b21-8042-3059b1902d0e?auth=1
Chrome	http://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647
Safari	http://docs.info.apple.com/article.html?path=Safari/5.0/en/9277.html
Firefox	http://support.mozilla.org/en-US/kb/Enabling%20and%20disabling%20cookies
Blackberries	http://docs.blackberry.com/en/smartphone_users/deliverables/32004/Turn_off_cookies_in_the_browser_60_1072866_11.jsp
Android	http://support.google.com/mobile/bin/answer.py?hl=en&answer=169022
Opera	http://www.opera.com/browser/tutorials/security/privacy/

Do not track

We do not support Do Not Track (“DNT”).

Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do Not Track by visiting the “Preferences” or “Settings” page of your web browser.

Changes to our Cookie Policy

Any changes we may make to our Cookie Policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our Cookie Policy. This Cookie Policy was last updated on 22nd January 2022 and replaces any other Cookie Policy previously applicable from this date.

Contact us

By post: Creanova Limited of Suite 8, Sabrina House, Sabrina Court, Longden, Coleham, Shrewsbury, Shropshire, SY3 7BF, England.

By email: hello@genovo.co.uk