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LEGAL & POLICIES

Version 1.3 | Effective 20 November 2026

1. Introduction

Cloudtria Limited ("Cloudtria", "we", "us" or "our") uses cookies and similar technologies on its websites to provide essential functionality, improve website performance, understand how visitors interact with our services, and enhance the overall user experience.

This Cookie Policy explains what cookies are, how we use them, the types of information they may collect, and how you can manage your cookie preferences.

This policy applies to Cloudtria-operated websites and online services, including:

- https://www.cloudtria.com
- https://protect.cloudtria.com
- https://hosting.cloudtria.com

This policy should be read alongside our Privacy Policy.

2. What are cookies?

Cookies are small text files that websites store on your computer, tablet or mobile device when you visit a website.

Cookies allow websites to recognise your browser, remember certain preferences, maintain sessions and understand how visitors use a website.

We may also use similar technologies, including:

- **Session storage:** Temporarily stores information within your browser session.
- **Local storage:** Stores information in your browser to remember preferences or application settings.
- **Tracking pixels:** Small image or code elements that help measure website activity and interactions.
- **Analytics technologies:** Tools that collect aggregated information about website usage and performance.

These technologies may operate independently of traditional browser cookies.

3. Types of cookies we use

Depending on the website or service you access, Cloudtria may use the following categories of cookies.

3.1 Strictly necessary cookies

These cookies are essential for the operation, security and functionality of our websites.

They may be used to:

- Maintain secure login sessions.
- Support account authentication and access controls.
- Protect websites against malicious activity and automated abuse.
- Maintain session information and form functionality.
- Support shopping cart, checkout and customer portal functionality.
- Remember essential security and application settings.

These cookies cannot generally be disabled through our website without affecting essential functionality.

3.2 Functional cookies

Functional cookies allow our websites to remember your preferences and improve your browsing experience.

They may be used to:

- Remember display preferences, such as dark or light mode.
- Remember language or regional preferences.
- Retain certain website settings between visits.
- Improve the consistency of your experience across our websites.

Disabling these cookies may mean some preferences are not remembered.

3.3 Analytics and performance cookies

We may use analytics technologies, including Google Analytics, to understand how visitors interact with our websites.

These technologies may collect information such as:

- Pages visited and time spent on pages.
- Website navigation and interaction patterns.
- Referring websites and traffic sources.
- Browser type, operating system and device information.
- Approximate geographic location derived from IP address.
- Website performance and technical errors.

We use this information to understand website usage, identify areas for improvement and enhance the performance and usability of our services.

Analytics information may be processed by third-party service providers on our behalf.

Where required by applicable law, non-essential analytics cookies will only be activated after you provide consent.

3.4 Security and fraud prevention technologies

Cloudtria may use cookies and similar technologies to support website security, identify suspicious activity and protect our infrastructure.

These technologies may help us:

- Detect unusual browsing or login activity.
- Identify automated requests and malicious traffic.
- Prevent abuse of website forms and services.
- Maintain the integrity and availability of our websites.

4. Third-party cookies

Some cookies and tracking technologies may be provided by third-party services integrated into our websites.

Depending on the functionality being used, these providers may include:

- **Google Analytics:** Website traffic measurement and analytics.
- **Payment providers:** Supporting secure payment processing and transaction functionality.
- **Security providers:** Supporting traffic filtering, bot detection and website protection.
- **Embedded services:** Supporting externally hosted content or functionality displayed on our websites.

Third-party providers may collect information in accordance with their own privacy policies and terms.

Cloudtria does not control all cookies or tracking technologies placed by third-party services. We encourage you to review the relevant provider's privacy documentation.

5. How long do cookies remain on your device?

Cookies generally fall into two categories:

Session cookies

These are temporary cookies that expire when you close your browser or end your browsing session.

Persistent cookies

These remain on your device for a defined period or until you delete them. They may be used to remember preferences, recognise returning visitors or support analytics.

The retention period varies depending on the purpose of the cookie and the service provider responsible for setting it.

6. Managing your cookie preferences

You can manage or restrict cookies through your browser settings.

Most modern browsers allow you to:

- View cookies stored on your device.
- Delete existing cookies.
- Block all cookies or selected categories.
- Configure settings to notify you when cookies are being stored.
- Restrict third-party cookies.

Please be aware that disabling certain cookies may affect the functionality of our websites, including login sessions, customer portals and other interactive features.

Where a cookie preference or consent management mechanism is provided on our websites, you can use it to manage your available choices.

You can also withdraw or change your consent at any time through the available cookie preference controls.

7. International visitors

Cloudtria Limited operates from New Zealand but may provide services to customers and visitors in other jurisdictions.

Where applicable, we will handle cookies and associated personal information in accordance with relevant privacy and data protection requirements.

For visitors in jurisdictions where consent is required before non-essential cookies or tracking technologies are used, we will apply appropriate consent mechanisms.

8. Personal information and privacy

Some information collected through cookies and similar technologies may constitute personal information, particularly where it can identify or be associated with an individual.

Cloudtria handles personal information in accordance with the New Zealand Privacy Act 2020 and other applicable privacy requirements.

We do not sell personal information collected through our websites to third parties.

For further information about how we collect, use, store and protect personal information, please refer to our Privacy Policy.

9. Changes to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our website functionality, technologies, service providers or legal requirements.

Any updates will be published on our website with a revised effective date.

We encourage visitors to review this policy periodically.

10. Contact us

If you have questions about this Cookie Policy or how Cloudtria uses cookies and similar technologies, please contact us.

Cloudtria Limited

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