



Cookie Policy

Version 1.0 - 10 March 2021

EFFECTIVE FROM MARCH 2021

This policy explains how we use cookies on this website. The policy may be amended from time to time. When we do, we will let you know by posting the revised policy on this page with a new "Last Updated" date.

1. What are cookies?

We use the term "cookies" to refer to tracking technologies which store and access information on the device that you use to access our site. A cookie is a text-only string of information that is downloaded and stored on your device when you visit our website or use our app. Cookies collect and share data with Chase while you are browsing on our website. We use cookies to maintain site security, prevent fraud, count site visitors and understand which content and products you may be interested in. Within the app we use cookies to understand how you interact and use our services and features to help us improve our offerings in future updates, or build new features we think you will be interested in.

2. Types of cookies that we use

We use several different types and categorise them based on the functionality they provide, who drops the cookies or cookie ownership.

- **Strictly necessary cookies:** These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will then not work. These cookies do not store any personally identifiable information
- **Improving your Chase experience:** These cookies allow us to count visits and understand how you found our site, so we can improve the performance of our site and understand which pages are the most and least popular. Personalisation cookies enable the website to provide enhanced functionality and a tailored visitor experience. If you do not allow these cookies then some or all of the website services may not function properly. These types of cookies allow us to understand which in-app features are the most and least popular and understand how people use our banking services in the app.
- **Advertising you receive from us:** These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. If you do not allow these cookies, you will be served ads that are less relevant to your interests.

Some of our cookies may collect and store your personal information, such as your device and browser type, location and your browser advertising ID.

Cookies have two distinct retention periods

- Session cookies: These are temporary cookies used on our website, that expire at the end of a browser session; that is, when you leave the website. Session cookies allow the website to recognise you as you navigate between pages during a single browser session. These cookies are generally deleted automatically once you close your browser.
- Persistent cookies: Persistent cookies are stored on your equipment until expiry or deletion. They enable the website to "recognise" you on your return, remember your preferences, and tailor services to you. This means that you do not have to input your details multiple times as you move between our pages or services.

We are committed to respecting and protecting your privacy and will ensure that all personal information collected by us is kept and treated in accordance with our privacy policy. A link to this policy is available [here](#).

3. Managing your choices

You have the right to choose whether or not to allow us to install cookies on your device (other than those that are strictly necessary) and you can set your preferences via our preference toggles when you visit our website. When using our website, cookies can also be controlled through your browser settings. However, you should be aware that for some parts of the website, if you block or remove certain cookies through your browser this could affect the availability and functionality of our website.

You can also amend your choices after your website visit by coming through the OneTrust cookie settings via the home section of our website.

Browser Settings

You may be able to change the settings to have your browser refuse certain cookies or notify you before accepting cookies. To do so, please follow the instructions provided by your browser, which are usually located within the "Help", "Tools" or "Edit" facility. Some third parties also provide the ability to refuse their cookies directly by clicking on an opt-out link.

You can also disable or delete the stored data used by technology similar to cookies, such as local shared objects or Flash cookies, by managing your browser's "add-on settings" or visiting the website of its manufacturer. For additional information on how to block cookies, you may access the following sections and links concerning the most popular browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)

Incognito Browsing

If you visit our website in incognito mode using Google or similar browser tools we will not collect or access existing cookies stored on your device. Once you close an incognito browsing session the data and cookies associated with that visit are deleted.

Mobile Identifiers

The operating system on your mobile provides the ability to opt out of interest-based advertising or to otherwise reset your mobile identifier. Your mobile identifier is a unique ID that can be used to identify a mobile device which works in a similar way to a cookie. For example, you may use the "Limit Ad Tracking" setting (on iOS devices) or a setting to "Opt out of Interest-Based Ads" (on Android) which allows you to limit the use of information about your use of your apps or browsing history for purposes of serving ads targeted to your interests.

For further information about cookies, including how to see what cookies have been set on your device and how to manage and delete them, please visit www.allaboutcookies.org and www.youronlinechoices.eu

Your deposit is eligible for protection by the Financial Services Compensation Scheme (FSCS). The information sheet and exclusions list are available to view in the app. For further information about the compensation provided by the FSCS, refer to the FSCS website at

<https://www.FSCS.org.uk>

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