# CHANNEL D PTY LTD

Cookie Policy — channeld.com and app.channeld.com

This Cookie Policy explains what cookies are, what cookies we use on our websites and platforms, why we use them, and how you can control them.

This policy applies to the Channel D website (www.channeld.com), the Channel D subscriber platform, and the eSpeak platform. It should be read alongside our Privacy Notice, which is available at www.channeld.com.

Last updated: [DATE]

## 1. What Are Cookies?

A cookie is a small text file that a website places on your browser or device when you visit. Cookies are widely used to make websites work, to work more efficiently, and to provide information to the site owner.

Cookies can be:

- Session cookies — temporary files that are deleted when you close your browser.
- Persistent cookies — files that stay on your device for a set period or until you delete them.
- First-party cookies — set by the website you are visiting.
- Third-party cookies — set by a different organisation (such as an analytics provider) via code on the website you are visiting.

## 2. What Cookies We Use

### Strictly Necessary Cookies

These cookies are essential for our websites and platforms to function. Without them, you would not be able to log in, navigate the platform, or use core features. These cookies do not track you for marketing purposes and cannot be switched off.

| Cookie / Provider | Type | Purpose | Duration |
|---|---|---|---|
| Session ID | Strictly necessary | Keeps you logged in to the Channel D or eSpeak platform during your session. | Session |
| Authentication token | Strictly necessary | Verifies your identity and subscription status. | Session |
| CSRF token | Strictly necessary | Protects against cross-site request forgery (a security measure). | Session |

### Functional Cookies

These cookies remember your preferences and settings to provide a more personalised experience. For example, remembering your language preference or display settings.

| Cookie / Provider | Type | Purpose | Duration |
|---|---|---|---|
| Preferences | Functional | Stores your display preferences and settings. | 12 months |
| Last-login | Functional | Remembers which account you last used to streamline login. | 30 days |

### Analytics Cookies

We use analytics tools to understand how visitors use our websites and platforms. This helps us identify what is working well and what needs improvement. Analytics cookies collect information in aggregate — no individual is identified.

| Cookie / Provider | Type | Purpose | Duration |
|---|---|---|---|
| Google Analytics (_ga, _gid) | Analytics | Tracks pages visited, session duration, and traffic sources. Data is aggregated and anonymised. | Up to 2 years |
| Platform usage analytics | Analytics | Tracks feature usage and engagement within the subscriber platform to help us improve the product. | 12 months |

We use Google Analytics with IP anonymisation enabled, meaning your full IP address is not stored. For more information about Google's data practices, visit policies.google.com.

### Performance and Error Tracking

We may use tools that help us identify technical errors, crashes, or performance problems on our platforms so we can fix them quickly.

| Cookie / Provider | Type | Purpose | Duration |
|---|---|---|---|
| Error tracking (e.g. Sentry) | Performance | Records technical errors to help us diagnose and fix platform issues. Does not contain personal content. | 30 days |

### What We Do Not Use

We do not use:

- Advertising or targeting cookies — we do not serve ads on our platforms and do not track visitors for advertising purposes.
- Social media tracking pixels from Facebook, Instagram, LinkedIn, or similar platforms on our subscriber platforms. (We may use standard social sharing links on our public website only.)
- Cookies to build profiles of individual users for sale or sharing with data brokers.

## 3. How to Control Cookies

**Browser Settings**

You can control and delete cookies through your browser settings. Most browsers allow you to:

- See which cookies are stored and delete them individually or in bulk;
- Block third-party cookies;
- Block all cookies; and
- Be notified when a cookie is set.

Please note that blocking strictly necessary cookies will prevent the Channel D and eSpeak platforms from functioning correctly and you will not be able to log in.

Guidance on managing cookies in common browsers:

- Google Chrome: support.google.com/chrome/answer/95647
- Safari: support.apple.com/guide/safari
- Mozilla Firefox: support.mozilla.org
- Microsoft Edge: support.microsoft.com/microsoft-edge

**Opting Out of Google Analytics**

You can opt out of Google Analytics across all websites by installing the Google Analytics Opt-out Browser Add-on, available at tools.google.com/dlpage/gaoptout.

## 4. The eSpeak Phone App

The eSpeak app is a mobile application rather than a website and does not use browser cookies. The app does store certain data locally on your device (such as your login state and preferences) to enable core functionality. This local data is separate from browser cookies and is governed by our Privacy Notice.

## 5. Changes to This Policy

We may update this Cookie Policy from time to time as our technology changes or as legal requirements evolve. The current version is always available at www.channeld.com. We will update the “Last updated” date above when changes are made.

Material changes — such as the addition of new third-party analytics tools — will be noted on our website.

## 6. Contact Us

If you have any questions about our use of cookies, please contact us:

Channel D Pty Ltd

84 Narelle Lane, Greenwich Park NSW 2580 Australia

Email: info@channeld.com

Website: www.channeld.com