Spear Shield – Cookie Policy

What are cookies?

A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the site again, the cookie allows the site to recognise your browser. Cookies may store user preferences and other information.

Cookies provide a convenience feature to save you time or tell the web server that you have returned to a specific page.

Cookies set by the website owner (in this case, Spear Shield Ltd) are called "first party cookies. Cookies set by parties other than the website owner are called "third party cookies". Third party cookies enable third party features of functionality to be provided on or through the website (e.g. like advertising, interactive content, and analytics.) The parties that set these third-party cookies can recognise your computer both when it visits the website in question and when it visits certain other websites.

Why do websites use cookies?

Web pages have no memory. If you are surfing from page to page within a website, you will not be recognised as the same user across pages. Cookies enable your browser to be recognised by the website. So, cookies are mainly used to remember the choices you have made – choices such as the language you prefer and the currency you use. They will also make sure you are recognised when you return to a website.

Do all cookies do the same thing?

No, there are different types of cookies and different ways of using them. Cookies can be categorised according to their function, their lifespan and according to who places them on a website. Please refer to our 'What are cookies?' Section to learn about the differences of first- and third-party cookies.

How does Spear Shield use cookies?

Our website uses the following types of cookies:

Necessary cookies: These are essential cookies that are used to try give our visitors an advanced and user-friendly website that adapts automatically to their requirements. To achieve this, we use necessary cookies to show you our website and to ensure the website functions properly.

Analytics Cookies: These are non-essential cookies controlled by the cookie banner. Visitors can opt out of these cookies by not giving consent. We use these cookies to gain insight into how our visitors use the website, to find out what works and what doesn't and to optimise our website content to ensure we continue to provide relevant and interesting content to our visitors. The data we gather includes which web pages you have viewed, which referring/exit pages you have entered and left from, date, timestamp, and session number.

Functionality Cookies: This is the cookie used for our chat flow tool. It allows our visitors to chat with a representative on the site.

How long do Spear Shield cookies stay active?

The cookies we use have varying lifespans. The maximum lifespan we set on some of our first-party cookies is 24 months from your last visit to our website. You can erase all cookies from your browser any time you want to.

How can you recognise Spear Shield cookies?

You can find our cookies in your browser settings.

Does Spear Shield use third-party cookies?

Yes, Spear Shield uses the services of trusted and recognised online advertising and marketing companies. Spear Shield may also use third-party providers for analytical purposes. To enable their services, these companies need to place cookies. Please find below a list of the cookies set by such third parties on our website:

Cookie Name	Purpose	Validity	Third Party Name
PREF	This cookie stores your preferences and other information, in particular preferred language, how many search results you wish to be shown on your page, and whether or not you wish to have Google's SafeSearch filter turned on.	8 months	YouTube
YSC	Registers a unique ID to keep statistics of what videos from YouTube the visitor has seen.	Session	YouTube
VISITOR_INFO1_LIVE	Measures your bandwidth to determine whether you get the new player interface or the old.	8 months	YouTube
use_hitbox	Increments the views counter on the YouTube video	8 months	YouTube
sc_anonymous_id	To implement, measure and improve their embedded content/service on the website - The collection of data also includes visitors' interaction with embedded content/service.	3650 days	SoundCloud

What necessary cookies does Spear Shield use?

Essential cookies are required for the operation of our website. You may disable these using your internet browser, but this may affect website functionality.

List of essential cookies used:

Cookie Name	Purpose	Validity
Alphanumeric cookies of length 10 characters(eg: 467aef24c7)	Load balancing and session stickiness	Session

csr* / *csr* / *csr, zmpncc, zfccn	Website security	Session
dcl_pfx_lcnt	Navigation through cross-domains	Session
JSESSIONID	HTTP session token identifier	Session
stk, rtk	Login, Signup - Success & failure analysis	Session
_imtrem	Manage the 'Remember me' option	Session
_z_identity	Manage the user's login session	Session
IAMTFA*	Two Factor Authentication validation	Session
_zsudc	Manage custom domain login sessions	Session
zidp	Maintain OpenID sign in options	Session
zoho_fbuid	Maintain Facebook login option	Session
GAUTH_TICKET	Provide the authentication token in mobile apps for mobile sign in ability	Session
tfa_ac	Two Factor Authentication management	Session
clientauthtoken	Support sign in for client portal	Session
_iamadt, _iambdt	Manage logged in user session	1 month
zip	Store IP locale country value for proper website operations	1 day
AKA_A2	Performance optimisation in loading of pages	1 hour
dcl_bd	Stores the base domain of the current dc(data center) for proper cross data center domain navigation	Session
is_pfx	Stores the current web URL domain prefix information	Session
IAMTFATICKET_<zuid>	Stores the trusted browser session, when "Trust this Browser" option is enabled during TFA verification by the user.	180day(s)
^(?=.*\d)[a-z0-9]{37}_user_uuid$	Account and Session Management	6 hours

^IAMSATCK_[0-9]+$	It is used cases like control signin brute Force attacks from a browser	90 days
aprmjrnpkcrkks	Security of website/application	Session
BuildCookie_AssetType	Build management	6 months
IAM_TEST_COOKIE	Security of website/application	1 day
PHPSESSID	PHP session cookie associated with embedded content from this domain.	2 days
wms-tkp-token	This is set by IAM filter to facilitate WMS authentication	1 month
wms.agent	This cookie is also set by IAM filter, it is to inform our client whether "wms-tkp-token" is set or not. If it is not set, we will fallback to a different authentication flow.	1 month
ZCNEWLIVEUI	To decide whether to load new Live UI for Application users	Session
ZCNEWUIPUBLICPORTAL	To know whether to load new UI or orld UI for public, portal and custom domain pages	Session
zmirc	To redirect the user to a app group based on free / paid	1 day
zpcc	CSRF Cookie, this cookie will set when customer access external(published) link	Session
zpct	Security of website/application	Session
zuserlang	Stores the preferred language for web page	1 day
IsMarketingSkip	Skip syncing sign up data to internal relationship management tools	Session
acc_ver	Redirect to the new user interface of Zoho accounts page	1 year
isiframeenabled	Manage the loading of some static containers for better UI client performance	1 day
uesign	Validate client ID while loading previous visit chats	1 month
PaymentsReferral	To identify from the referral partner of the visitor	90 days

Who has access to Spear Shield's cookie data?
Only Spear Shield has access to Spear Shield's first-party cookies.

How can you manage your cookie preferences?
Using your browser settings in, for example, Internet Explorer, Safari, Firefox or Chrome, you can set which cookies to accept and which to reject. Where you find these settings depends on which browser you use. Use the "Help" function in your browser to locate the settings you need.

If you choose not to accept certain cookies, you may not be able to use some functions on our website. And opting out of an online advertising network does not mean that you will no longer receive or be subject to online advertising or marketing analysis. It means that the network from which you opted out will no longer deliver ads tailored to your web preferences and browsing patterns.

Questions, Complaints and Subject Access Requests (SARs)
Any questions or Subject Access Requests (SARs) should be sent to: GDPR@spearshield.co.uk.

You have a right to lodge a complaint in the event that you believe that Spear Shield has not upheld the rights, obligations and responsibilities set out in this Privacy Policy. Please send any complaints to: GDPR@spearshield.co.uk.

Review of this Policy
This Policy is reviewed regularly.