

# Cookie Policy – Streamliner Platform

## 1. Introduction and scope

This Cookie Policy (the “**Policy**”) applies to the Streamliner SaaS Platform (the “**Platform(s)**”) owned, operated and/or used by:

<i>STREAMSIDE NV</i> <i>Verdussenstraat 29</i> <i>2018 Antwerpen</i> <i>Enterprise Number: BE 0744.940.105</i>
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hereinafter “**Streamside**”, “**we**” or “**us**”

## 2. What are cookies?

2.1. Cookies are small pieces of information in the form of text files, created by a program on the server of the Platform, which are then stored by your browser on your computer’s or mobile device’s hard drive.

2.2. These cookies allow Streamliner to remember information that determines the way Streamliner behaves or looks. Furthermore, Streamliner uses cookies in order to determine the circle of users and to ease the use of and facilitate the navigation on Streamliner. The use of cookies is generally accepted and virtually all-important platforms and applications use them.

## 3. Cookies on the Platform

3.1. The following types of cookies are placed when you use the Platform:

<b>Fraud prevention cookies</b>	Fraud prevention cookies help Stripe to learn things about computers and web browsers used to access Stripe Services. This information helps Stripe to monitor for and detect potentially harmful or illegal use.
	Streamside does not place Fraud prevention cookies on the platform. There are however third party cookies on the platform. These include the following third party cookies, which may be subject to change at Streamside’s discretion (of which you will be notified):
	<ul style="list-style-type: none"><li>• Stripe (<a href="https://stripe.com/en-be/cookie">https://stripe.com/en-be/cookie</a>) settings: <code>__stripe_mid</code> &amp; <code>__stripe_sid</code> are placed.</li></ul>
	<b>Stripe</b> is used by Streamliner to manage subscriptions.
<b>Analytical cookies</b>	Analytical cookies compile statistics on certain information (e.g. popularity, number of visitors).
	Streamside does not place first party analytical cookies on the Platform. <ul style="list-style-type: none"><li>• There are however third party cookies on the Platform. These include the following third party cookies, which may subject to change at Streamside’s discretion (of which you will be notified): Zendesk (<a href="#">Cookie Policy   Zendesk</a>),</li></ul> and <ul style="list-style-type: none"><li>• Google Analytics (<a href="https://analytics.google.com">https://analytics.google.com</a>) : <code>_ga</code>, <code>_gat</code> &amp; <code>_gid</code> are placed used to distinguish users</li></ul>
	For more information about these cookies you can consult the third party’s privacy and/ or cookie policy.
	<b>Zendesk</b> is used by Streamliner to support our users and to offer an online knowledge base

<b>Session cookies</b>	Session cookies are retained during a browsing session. These cookies are not stored and will disappear when your browser closes.
	Streamside does not place first party session cookies on the Platform. There are however third party cookies on the Platform. These include the following third party cookies, which may subject to change at Streamside's discretion (of which you will be notified): Zendesk ( <a href="https://www.zendesk.com">https://www.zendesk.com</a> ).  For more information about these cookies you can consult Zendesk's privacy and/ or cookie policy.

## 4. Managing and deleting cookies

4.1. You can manage the use of cookies yourself upon your first log-on to the Platform. For example, you may choose to block all cookies or only accept cookies from certain websites. Please note, however, that certain features of some websites are only possible if you have accepted cookies. Accepting cookies makes browsing the internet much easier and ensures that the websites you visit perform better. The use of cookies is generally accepted by internet users.

4.2. You can configure your internet browser to be informed of each cookie sent or systematically refuse them by modifying the parameters of your browser. Streamside cannot guarantee the access, use and operation of Streamliner if the storage of cookies is disabled by your internet browser.

4.3. Managing and deleting cookies is also possible via the settings of your browser:

- Apple Safari <https://support.apple.com/nl-be/guide/safari/sfri11471/mac>
- Google Chrome <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>
- Edge <https://docs.microsoft.com/en-us/microsoft-edge/deploy/group-policies/security-privacy-management-gp>
- Mozilla Firefox <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

## 5. Contact details

Any request relating to cookies, such as more information in respect of the individual cookies on the Platform, the data these cookies collect, the purpose and retention period of these cookies or any other question relating to cookies, may be addressed to: [support@streamliner.cloud](mailto:support@streamliner.cloud).

**Last updated: January 25<sup>th</sup>, 2021**