



Site Cookies

What Data Do You Collect and How?

Website Data Collected

Data Collected	How We Collect the Data
Contact information including insert data collected, e.g. address, email address, telephone number.	We collect from Sign Up form, Contact forms, enquiry form, return form and support forms for the necessary communications and usage of our website and products
Business information including insert data collected, e.g. business name, job title, profession.	NOT COLLECTED
Payment information including data collected, e.g. card details, bank account numbers.	Stripe & Paypal Payment gateway used to collect the datas for the subscription renewal to our plans
Profile information including insert data collected, e.g. preferences, interests, login details, purchase history.	Via our website backend systems for the user to maintaining their account with us and subsequent communication based on the datas stored
Technical information including insert data collected, e.g. IP address, browser type and version, operating system.	We collect from Google Analytics and Forms to provide the user best experience.
Data from third parties including insert data collected, e.g. technical information, contact information, profile information.	Payment gateway providers stripe and paypal for processing the payment information and subscription provider paid memberships pro for maintaining subscription
General information including location, demographics, device used, time etc.,	This data is collected as your browse our website. And you can minimise the data collection as appropriate by making your cookies preferences.

Upload Website Data Collected

Data Collected	How We Collect the Data
Identity Information about first and last name, age, sex, religion, diagnosis, stage and username.	As soon as you add your personal information in your profile details, your information will be automatically collected and stored for your username account. This information is automatically updated when you decide to update your profile details. This information is securely stored in an online storage database accessed by BrainBerry Ltd. This information will not be shared with any-other third parties or if shared for research/statistical analysis the personally identifying information will be made anonymous.
Profile information including login details, medication reminders, daily life routine i.e. sleeping time, lunch time etc.	As soon as you fill in the behavioural assessment and medication reminders section in your personal COSMA profile, your details will be automatically stored in your COSMA profile. This information is securely stored in an online storage database accessed by BrainBerry Ltd. This information will not be shared with any-other third parties or if shared for research/statistical analysis the personally identifying information will be made anonymous.
Personal pictures, life events, private information and music	All your personal pictures and music will be stored in your personal profile and you can change those pictures and music or add more in your profile. This information is securely stored in encrypted online storage databases accessed by BrainBerry Ltd. This information will not be shared with any other third-parties.



How Do You Use My Personal Data?

Website Data Collected

What we Do	What Data we Use	Our Lawful Basis
Registering you on our Site.	Name, Email ID, Phone Number, Address, Card details, username and password you provide on registration.	"legitimate interests" – registering the product and subscription on your name for the time period of the plan selected with us and necessary communication
Providing and managing your Account.	User details you provide for accessing the account and its corresponding details like address and contact details	"legitimate interests" – managing the product and subscription on your name for the time period of the plan selected with us and necessary communication
Providing and managing your access to our Site.	User details you provide for accessing the account and its corresponding details like address and contact details	"legitimate interests" – managing the product and subscription on your name for the time period of the plan selected with us and necessary communication
Personalising and tailoring your experience on our Site.	IP Address, Age group, browser version, operating system	To give you better user experience and tailored offers.
Administering our Site.	Username and password you select and its corresponding details like address and contact details	"legitimate interests" – managing the product and subscription on your name for the time period of the plan selected with us and necessary communication
Administering our business	User details you provide for accessing the account and its corresponding details like address and contact details	"legitimate interests" – for supplying our services and products to you.
Supplying our products AND/OR services to you.	User details you provide for accessing the account and its corresponding details like address and contact details	"legitimate interests" – sending you our products and services through our website
Managing payments for our products AND/OR services.	Credit card details	"legitimate interests" – managing the product and subscription on your name for the time period of the plan selected with us and necessary communication via paypal and stripe
Personalising and tailoring our products AND/OR services for you.	Age group, country, type of medical condition, personal pictures, life event information's.	"legitimate interests" – sending you our products with optimized version and services through our website
Communicating with you.	Name, Email ID, Phone Number, Address, Card details, username and password you select.	"legitimate interests" – managing the product and subscription on your name for the time period of the plan selected with us and necessary communication
Supplying you with information by email that you have opted-in-to (you may opt-out at any time by <<mail optout function or contact forms>>).	Name, Email ID, Phone Number, Address you provide with us	"legitimate interests" – communication regarding products and services offered by us.

User Details on Site	Name, Email, username, display name	<p>“legitimate interests” – User details provided in the site are collected as secured authorization token on cookie based authentication on our services and products in the websites cosmatherapy.com and cosmaonline.com.</p> <p>By EU GDPR law we are obliged to inform all customers and subscribers of their ability to opt out of our communications at all times. These instructions will be visible on electronic communications and details on how to request removal from the database will be on the website.</p>
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How Long Will You Keep My Personal Data?

Website Data Collected

Data Collected	How Long we Keep It
Contact information including insert data collected, e.g. address, email address, telephone number.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.
Business information including insert data collected, e.g. business name, job title, profession.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.
Payment information including data collected, e.g. card details, bank account numbers.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will delete your data immediately. However, sometimes, it may take upto one month before we clear the cache from the database.
Profile information including insert data collected, e.g. preferences, interests, login details, purchase history.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.
Technical information including insert data collected, e.g. IP address, browser type and version, operating system.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.
Data from third parties including insert data collected, e.g. technical information, contact information, profile information.	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.
General information including location, demographics, device used, time etc.,	The data will be kept securely with us as long as you continue to subscribe with us. Once, you unsubscribe we will hold for data for maximum 5 years for market research purposes.

Upload Website Data Collected

Data Collected	How Long we Keep It
Identity Information about first and last name, age, sex, religion, diagnosis, stage and username.	The analytical and user data collected will be kept indefinitely for scientific and research purposes with anonymous identification.
Profile information including login details, medication reminders, daily life routine i.e. sleeping time, lunch time etc.	The analytical and user data collected will be kept indefinitely for scientific and research purposes with anonymous identification.
Personal pictures, life events, private information and music	Once you delete your account, this information will be immediately deleted from our database within 1 month time. However, the analytical and cognitive data collected from the COSMA app will be kept indefinitely for scientific and research purposes with anonymous identification.

What Cookies Does Our Site Use?

The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Type	Strictly Necessary
CookieConsent	Stores the user's cookie consent state for the current domain	HTTP Cookie	Yes
PHPSESSID	Preserves user session state across page requests.	HTTP Cookie	Yes
woocommerce_cart_hash	Determine when cart contents/data changes used for user's choice in products	HTML Local Storage	Yes
wc_fragments_#	Preserves user details for accessing the site	HTML Local Storage	Yes
wp_woocommerce_Session_#	Contains a unique code for each customer so that it knows where to find the cart data in the database for each customer.	HTTP Cookie	Yes
woocommerce_items_in_cart	Determine when cart contents/data changes used for user's choice in products	HTML Local Storage	Yes
__zlcstore	This cookie is necessary for the chat-box function on the website to function.	HTML Local Storage	Yes
ZD-suid	Unique id that identifies the user's Session.	HTML Local Storage	Yes

Preference Cookies

Name of Cookie	Purpose	Type	Strictly Necessary
mailmunch_second_Pageview	The cookie is used to manage the mailing list, if the visitor has subscribed to any newsletters or blog posts.	HTTP Cookie	Yes
pmpro_visit	Determines whether the user has made any subscriptions on the website, so that the website does not show subscription forms to the user, which already have been filled Out.	HTTP Cookie	Yes
ZD-store	Registers whether the self-serviceassistant Zendesk Answer Bot has been displayed to the website user.	HTML Local Storage	Yes

Statistics Cookies

Name of Cookie	Purpose	Type	Strictly Necessary
ZD-buid	Unique id that identifies the user on recurring visits.	HTML Local Storage	Yes
ZD-currentTime	Registers the date and time for the user's latest visit to the website.	HTML Local Storage	Yes

Marketing Cookies

Name of Cookie	Purpose	Type	Strictly Necessary
__zlcmid	Preserves users states across page Requests.	HTTP Cookie	Yes
zte#	Saves a Zopim Live Chat ID that recognises a device between visits during a chat session.	HTTP Cookie	Yes

The following third-party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Type	Provider	Necessary
__cf_bm	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	HTTP Cookie	zendesk	Yes
__cfuid	This cookie is a part of the services provided by Cloudflare – Including load-balancing, deliverance of website content and serving DNS connection for website operators.	HTTP Cookie	zendesk	Yes

__stripe_mid	This cookie is necessary for making credit card transactions on the website. The service is provided by Stripe.com which allows online transactions without storing any credit card information.	HTTP Cookie	stripe.com	Yes
__stripe_sid	This cookie is necessary for making credit card transactions on the website. The service is provided by Stripe.com which allows online transactions without storing any credit card information.	HTTP Cookie	stripe.com	Yes
AWSALBCORS	Registers which server-cluster is serving the visitor. This is used in context with load balancing, in order to optimize user experience.	HTTP Cookie	zopim	Yes
https://q.stripe.com /	This cookie is necessary for making credit card transactions on the website. The service is provided by Stripe.com which allows online transactions without storing any credit card information.	Pixel Tracker	stripe.com	Yes
akavpau_ppsd	This cookie is provided by Paypal. The cookie is used in context with transactions on the website – The cookie is necessary for secure transactions.	HTTP Cookie	paypal	Yes
m	Determines the device used to access the website. This allows the website to be formatted accordingly.	HTTP Cookie	stripe.com	Yes

Statistics Cookies

Name of Cookie	Purpose	Type	Provider	Necessary
_ga	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	HTTP Cookie	google analytics	Yes
_gat	Used by Google Analytics to throttle request rate	HTTP Cookie	google analytics	Yes
_gid	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	HTTP Cookie	google analytics	Yes
event	Registers statistical data on users' behaviour on the website. Used for internal analytics by the website Operator.	Pixel Tracker	mailmunch	Yes

Marketing & Analytics cookies

Name of Cookie	Purpose	Type	Provider	Necessary
_mailmunch_visitor_Id	The cookie is used to manage the mailing list, if the visitor has subscribed to any newsletters or blog posts.	HTTP Cookie	mailmunch	Yes
IDE	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.	HTTP Cookie	doubleclick.net	Yes
test_cookie	Used to check if the user's browser supports cookies.	HTTP Cookie	doubleclick.net	Yes
VISITOR_INFO1_LIVE	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.	HTTP Cookie	youtube.com	Yes
YSC	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.	HTTP Cookie	youtube.com	Yes
Yt-remote-castinstalled	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes
yt-remoteconnected-Devices	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes
Yt-remote-device-id	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes
yt-remote-fastcheck-Period	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes
Yt-remote-sessionapp	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes
Yt-remote-sessionname	Stores the user's video player preferences using embedded YouTube video	HTML Local Storage	youtube.com	Yes