

Cookie Policy

This Cookie Policy (“**Policy**”) is effective as of April 2025. Please note that this privacy statement will be updated from time to time.

This Policy outlines how CoinQ Digital SRL and its affiliated entities (“**CoinQ**”, “**we**”, “**us**”, “**our**”) employ cookies and related technologies when you visit our websites (www.coinq.com) and other CoinQ-managed sites linked to this Policy, when you interact with our mobile applications, including the mobile app and other digital services, or when you engage with our online advertisements or marketing communications. This document describes the nature of these technologies, their purpose, and your rights regarding their use.

To adjust your cookie settings or update your preferences, you can visit our Cookie Preference Center (just click “Cookie” in the footer of our website). This option is in addition to other controls that may be available.

Should you have any inquiries about our technological practices, please contact us via our customer support at support@coinq.com.

What are cookies?

Cookies are small text files that are placed into user’s device when you visit a website, downloaded to your computer or mobile device when you visit a site and allow a site to recognize your device. Cookies stores information about the user’s visit, which may include content viewed, language preference, time and duration of each visit and advertisement accessed. Cookies managed by CoinQ only are called “first party cookies” whereas cookies from third parties are called “third party cookies”.

Why do we use cookies and similar technologies?

Cookies are a useful mechanism that do a lot of different jobs, such as letting you navigate between pages efficiently, remembering your preferences and generally improving the user experience. They can help to ensure that the advertisements you see online are more relevant to you and your interests and enable us to identify your preferences. There are different set of cookies, and we will explain that later in this document.

Does CoinQ use cookies for marketing and analytics?

Yes, we may use information collected from our cookies to identify user behaviour and to serve content and offers based on your profile, and for the other purposes described below, to the extent legally permissible in certain jurisdictions.

In other cases, we can associate cookie information (including information from cookies placed via our advertisements on third party sites) with an identifiable individual.

Do you use any cookies from third party companies?

Some cookies, web beacons and other tracking and storage technologies that we use are from third party companies (third party cookies) to provide us with web analytics and intelligence about our sites which may also be used to provide measurement services and target ads.

What if I don’t want cookies or similar tracking technologies?

You can adjust your preferences about cookies through our Cookie Preference Center. If you want to remove existing cookies from your device, you can do this using your browser options.

If you want to block future cookies being placed on your device, you can do so by modifying the settings at our Cookie Preference Center. Nevertheless, please consider that deleting and blocking cookies may have an impact on your user experience.

What types of cookies does the site use?

The cookies used on CoinQ sites have been categorized as per the table below. However, it is important to note that not all cookies may be used in all jurisdictions or websites. A list of the categories of cookies used on this website is set out below.

Category	Description
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 which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not work. These cookies do not store any personally identifiable information.
Performance cookies	These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site and will not be able to monitor its performance.
Functionality cookies	These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by a third-party provider whose services we have added to our pages. If you don't allow these cookies some services may not function properly.
Targeting cookies	Targeting cookies may be set through our site by our advertising partners. They can be used by these third parties to build a profile of your interests based on the browsing information they collect from you, which includes uniquely identifying your browser and terminal equipment. If you do not allow these cookies, you will still see basic advertising on your browser that is generic and not based on your interests.

Cookie duration on your device and VPN usage

Cookies may be "session" or "persistent" based on their duration. Session cookies last until you close your browser, while persistent cookies remain until a specified expiration time.

If you use a Virtual Private Network (VPN) to access our website, please be aware that VPNs can mask your actual location by assigning you an IP address from a different geographical area. While VPNs can enhance your privacy and security online, they may also impact the accuracy and relevance of the content and services we provide, including advertisements and regulatory compliance features such as cookie banners.

We strive to comply with the strictest privacy laws, regardless of your apparent location. However, using a VPN might lead to a scenario where you do not see the appropriate version of our cookie consent banner. We encourage you to manage your cookie preferences manually via our Cookie Preference Center to ensure that your choices are respected.

For the most accurate service and compliance with regional legal requirements, consider accessing our services without a VPN. If you choose to use a VPN, please review your privacy settings regularly to align with your actual location and legal protections entitled to you.