

HF Markets (SV) Ltd

Cookie Policy

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1. Introduction

- 1.1. HF Markets (SV) Ltd (hereinafter the “**Company**” or “**we**”) which is a member of the HF Markets Group, is incorporated under the laws of Saint Vincent and the Grenadines with Registration 22747 IBC 2015 having its registered office at Suite 305, Griffith Corporate Centre, P.O. Box 1510, Beachmont, Kingstown, Saint Vincent and the Grenadines. The Company is authorised as an International Business Company under the International Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent and Grenadines, 2009 (herein the “**Law**”).
- 1.2. This cookie policy covers the website www.hfm.com/sv and all its related sub-domains and mobile applications that are registered and operated by HF Markets (SV) Ltd.
- 1.3. The Company outlines in the Cookie Policy (herein the “**Policy**”) how the Company uses cookies to provide you with a more relevant and effective experience when you browse our Website and also allows us to improve our site
- 1.4. We respect your privacy and are committed to providing you with the information and tools you need to manage your cookies.

2. What are cookies

- 2.1. Cookies are small text files that a website stores on your computer or mobile device when you visit the site. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.
- 2.2. **First party** cookies are cookies set by the website you’re visiting. Only that website can read them. In addition, a website might potentially use external services, which also set their own cookies, known as **third-party** cookies.
- 2.3. Persistent cookies are cookies saved on your computer and that are not deleted automatically when you quit your browser, unlike a session cookie, which is deleted when you quit your browser.
- 2.4. Cookies can also be used to establish anonymised statistics about users browsing experience.

3. Cookies Analysis

- 3.1. The Website uses three types of cookies, and they are only used for the purpose described below.
- 3.2. **Necessary:** These cookies are necessary for the website to become functional, allowing core functionalities such as navigating the website and accessing secure fields of the website. For this reason, they do not require your consent. You may disable these by changing your browser settings, but this may affect how the website functions.
- 3.3. **Analytical:** To measure and improve site performance via anonymous reporting of how users interact with website content.
- 3.4. **Marketing:** To provide a more personalized user experience and more relevant ads via analysis of user activity that allows us to effectively target our marketing activities.

Name	Purpose	Expiry	Type	Category
<wallet>_is_wizard_completed	Identifies if wizard flow has been fully completed for current user.	10 Days	1 st Party	Necessary
acid	Stores the Affiliate's Campaign ID.	Session	1 st Party	Necessary
cc_cookie_accept	Stores the acceptance of cookies.	Session	1 st Party	Necessary
cc_cookie_decline	Stores the decline of cookie bar.	Session	1 st Party	Necessary
completing_part	Completed parts for Wizard in profile completion form.	10 Days	1 st Party	Necessary
csrftoken	A CSRF token is a unique, secret, unpredictable value that is generated by the server-side application and transmitted to the user in such a way that it is included in a subsequent HTTP request made by the user. It is used for security purposes in order to prevent abuse of form submission.	1 year	1 st Party	Necessary
dark_mode	Used by myHF on redirections to myHF area to switch to dark mode.	Session	1 st Party	Necessary
Exit-popup-	Determines if the exit popup should be displayed.	10 days	1 st Party	Necessary

forget_pass	Random number to ensure captcha answer is correct.	30 Days	1 st Party	Necessary
forget_pass_x_	Stores captcha answer.	30 Days	1 st Party	Necessary
investor	PAMM Investor Account of current user.	Session	1 st Party	Necessary
investorHash	Encrypted value PAMM Investor Account of current user.	Session	1 st Party	Necessary
lang	Stores user's selected language.	1 month	1 st Party	Necessary
ItRefreshedBalance	Last refreshed balance. If last refreshed balance is less than 15 Minutes it will retrieve the info from ItResponse.	Session	1 st Party	Necessary
ItResponse	Balance of wallet.	Session	1 st Party	Necessary
master_account	Wallet of current user.	Session	1 st Party	Necessary
mc_data	Internal tracking cookie that stores the campaign ID of the first landing page the user visited and identifies the user in the future if they register an account.	1 month	1 st Party	Necessary
mcid	Stores campaign ID of landing page visited.	Session	1 st Party	Necessary
mobile_app	Used by HF App on redirections to myHF area to switch to dark mode.	Session	1 st Party	Necessary
mylogin	Wallet of current user. Cookie is shared among all subdomains. Used in main website to identify if current browser is logged in to client area.	Session	1 st Party	Necessary
Path	Current path tracker.	current session	1 st Party	Necessary
redesign_flag	Identifies if myHF area is on redesign or not.	10 Days	1 st Party	Necessary
refid	Affiliate ID used to register clients under specific Affiliates.	Session	1 st Party	Necessary
regulator	Stores user's regulation.	Session	1 st Party	Necessary
show_phone_verification	Identifies whether to show phone verification popup.	Session	1 st Party	Necessary
show_phone_verification_delay_<wallet>	Identifies whether to show phone verification popup after first occurrence of phone verification popup.	1 Day	1 st Party	Necessary
show_profile_update	Identifies whether to show force profile popup.	Session	1 st Party	Necessary

user	Random User ID that identifies the user.	1 month	1 st Party	Necessary
walletHash	Encrypted value of master_account	Session	1 st Party	Necessary
Xrsc11_000	Balance of wallet.	Session	1 st Party	Necessary
webinar	Tracks if the visitor is coming from a webinar registration.	Session	1 st Party	Marketing
X-Access-Key	Keeps the website session alive.	Session	1 st Party	Analytical
__Secure-1PSIDCC	Cookie required to use website options and services.	1 year	3 rd Party	Necessary
__Secure-3PSIDCC	Cookie required to use website options and services.	1 year	3 rd Party	Necessary
AKA_A2	Used by CDN Akamai for the Akamai cache function, used by the website to optimize the response time between the visitor and the website.	Session	3 rd Party	Necessary
captcha_x_	SPAM protection service provided by Google that helps protect websites from spam and abuse.	Session	3 rd Party	Necessary
com.hotforex.www.hotforex-smartbanner-closed	Used for the mobile app banner in order to hide the banner if users don't want to download it.	Session	3 rd Party	Necessary
com.hotforex.www.hotforex-smartbanner-installed	Used for the mobile app banner in order to determine whether it should be displayed or not.	Session	3 rd Party	Necessary
Consent	Google cookie consent tracker.	17 years	3 rd Party	Necessary
LOGIN_INFO	Used to play YouTube videos embedded on the website.	6 months	3 rd Party	Necessary
LPSessionID	Cookie for chat history, stored until the browser is closed.	Session	3 rd Party	Necessary
LPSID-Site ID	Visitor ID as identified in Conversational Cloud. Identifies a browser as long as the cookie is not deleted.	Session	3 rd Party	Necessary

LPVID	Provides technical support to the chat function to make sure that the chat on the website works as intended, e.g. by identifying the browser which enables us to remember ongoing and previous chats as well as know where a user is visiting the website from.	1 year	3 rd Party	Necessary
orejime	Store the user's consent about accepting/rejecting cookies	1 year	3 rd Party	Necessary
SAME_SITE	Prevents the browser from sending this cookie along with cross-site requests.	Session	3 rd Party	Necessary
VISITIR_INFO1_LIVE	Used to play YouTube videos embedded on the website.	6 months	3 rd Party	Necessary
wordpress_test_cookie	WordPress sets a test cookie for every visitor to check if the browser accepts cookies.	current session	3 rd Party	Necessary
xsrif	Used for security purposes in order to prevent abuse of form submission.	Session	3 rd Party	Necessary
__ar_v4	Owned by Doubleclick (Google). Uses Doubleclick to manage real-time bidding advertising exchange.	1 year	3 rd Party	Marketing
__adroll_fpc	Used to collect and use personalised data in order to deliver targeted and personalised advertising.	1 year	3 rd Party	Marketing
_fbp	Used by Facebook to store and track visits across websites. The expiration is controlled by settings in the plugin.	3 months	3 rd Party	Marketing
anid	Used to show Google ads on non-Google sites.	13 months	3 rd Party	Marketing
Hm_lpvt	Used by Baidu Analytics to limit the frequency of requests. Baidu Analytics collects information in an anonymous form, including the number of visitors to the website and blog, where visitors have come to the website from and the pages they visited.	Session	3 rd Party	Marketing
_ttp	To measure and improve the performance of our advertising campaigns and to personalize the user's experience (including ads) on TikTok	13 months	3 rd Party	Marketing

ttp_enable_cookie	To see if _ttp cookie is enabled	13 months	3rd Party	Marketing
_clck	Microsoft clarity is using this cookie to store a unique user ID	1 year	3rd Party	Analytical
_clsk	Microsoft clarity is using this cookie to store and combine page views by a user into a single session.	1 day	3rd Party	Analytical
_uetxid	Microsoft Bing Ads is using this cookie to store and track visits across websites	1 day	3rd Party	Analytical
_uetvid	Microsoft Bing Ads is using this cookie to store and track visits across websites	16 days	3rd Party	Analytical
__utmc	Stores time of visit on the website.	30 minutes	3rd Party	Analytical
__utmz	Stores used keyword and search engine.	6 months	3rd Party	Analytical
_ga	Google Analytics uses the _ga and _gid cookies to distinguish unique users and pages that users have seen. The _ga cookie counts the number of visits to a page or post.	2 years	3rd Party	Analytical
_gac_gb_<container-id>	Contains campaign related information. If Google Analytics and Google Ads accounts are linked, Google Ads website conversion tags will read this cookie unless the user opts out.	3 months	3rd Party	Analytical
_gat_gtag_<tracking id>	Used by Google Analytics to track conversions. Reads and filters requests from bots and then identifies users across browsing sessions.	1 min	3rd Party	Analytical

_gcl_au	Takes information in ad clicks and stores it in a first-party cookie so that conversions can be attributed outside the landing page.	Session	3 rd Party	Analytical
_gid	Google Analytics uses the _ga and _gid cookies to distinguish unique users and pages that users have seen. The _gid cookie prevents repeats views of a page or post by a visitor.	1 day	3 rd Party	Analytical
_hjAbsoluteSessionInProgress	Detects the first pageview session of a user and sets a True/False flag.	30 Minutes	3 rd Party	Analytical
_hjCachedUserAttributes	Stores User Attributes which are sent through the Hotjar Identify API, whenever the user is not in the sample. Collected attributes will only be saved to Hotjar servers if the user interacts with a Hotjar Feedback tool, but the cookie will be used regardless of whether a Feedback tool is present.	Session	3 rd Party	Analytical
_hjClosedSurveyInvites	Hotjar cookie that is set once a user interacts with an External Link Survey invitation modal, used to ensure that the same invite does not reappear if it has already been shown.	1 year	3 rd Party	Analytical
_hjDonePolls	Hotjar cookie that is set once a user completes a survey using the On-site Survey widget, used to ensure that the same survey does not reappear if it has already been filled in.	1 year	3 rd Party	Analytical
_hjFirstSeen	Set to identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	Session	3 rd Party	Analytical
_hjid	Hotjar cookie that is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID unique to that site on the browser and ensure that behavior in subsequent visits to the same site will be attributed to the same user ID.	365 days	3 rd Party	Analytical

_hjIncludedInPageviewSample	Set to let Hotjar know whether user is included in the data sampling defined by the site's pageview limit.	30 minutes	3 rd Party	Analytical
_hjIncludedInSessionSample	Set to let Hotjar know whether user is included in the data sampling defined by the site's daily session limit.	30 minutes	3 rd Party	Analytical
_hjLocalStorageTest	Checks if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in _hjLocalStorageTest has no expiration time, but it is deleted almost immediately after it is created.	Under 100ms	3 rd Party	Analytical
_hjMinimizedPolls	Hotjar cookie that is set once a user minimizes an On-site Survey widget, used to ensure that the widget stays minimized when the user navigates through the site.	1 year	3 rd Party	Analytical
_hjOptOut	This cookie is used to find whether the hotjar cookie is opted out of or not.	4 months	3 rd Party	Analytical
_hjRecordingEnabled	Added when a Recording starts and read when the recording module is initialized to see if the user is already in a recording in a particular session.	Session	3 rd Party	Analytical
_hjRecordingLastActivity	Updated when a user recording starts and when data is sent through WebSocket (the user performs an action that Hotjar records).	Session	3 rd Party	Analytical
_hjSessionRejected	If present, this cookie will be set to '1' for the duration of a user's session, if Hotjar rejected the session from connecting to our WebSocket due to server overload. This cookie is only applied in extremely rare situations to prevent severe performance issues.	Session	3 rd Party	Analytical
_hjSessionResumed	Set when a session/recording is reconnected to the Hotjar servers after a break in connection.	Session	3 rd Party	Analytical
_hjSessionTooLarge	Causes Hotjar to stop collecting data if a session becomes too large. This is determined automatically by a signal from the WebSocket server if the session size exceeds the limit.	Session	3 rd Party	Analytical

_hjShownFeedbackMessage	Hotjar cookie that is set when a user minimizes or completes Incoming Feedback so that the Incoming Feedback will load as minimized immediately if the user navigates to another page where it is set to show.	365 days	3 rd Party	Analytical
_hjTLDDTest	When the Hotjar script executes we try to determine the most generic cookie path we should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, we try to store the _hjTLDDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed.	Session	3 rd Party	Analytical
_hjUserAttributesHash	User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated.	Session	3 rd Party	Analytical
_hjViewportId	Stores information about the user viewport such as size and dimensions.	Session	3 rd Party	Analytical
1P_JAR	Used by Google to collect website statistics and track conversion rates.	1 month	3 rd Party	Analytical
APISID	HSID, SSID, APISID and SAPISID cookies enable Google to collect user information for videos hosted by YouTube.	2 years	3 rd Party	Analytical
hjSiteLang	Set when a page that supports multiple languages on hotjar.com is visited so content is always loaded in the preferred language when available.	365 days	3 rd Party	Analytical
Hm_lvt_	Baidu Analytics Tongji. Records a unique ID used to generate statistical data on how a visitor uses the website.	1 year	3 rd Party	Analytical
OGPC	Enables the functionality of Google Maps.	Session	3 rd Party	Analytical
OTZ	Used by Google Analytics to provide an aggregate analysis of Website visitors.	1 year	3 rd Party	Analytical

pvc_visits[0]	Cookie created by post-views-counter third party which counts the number of visits to a post, and is used to prevent repeat views of a post by a visitor. The expiration is controlled by settings in the plugin.	Session	3 rd Party	Analytical
RUL	Used by Google DoubleClick to determine whether the website advertisement has been properly displayed and collect data in order to show relevant advertising to the visitor across the web.	1 year	3 rd Party	Analytical
SAPISID	HSID, SSID, APISID and SAPISID cookies enable Google to collect user information for videos hosted by YouTube.	2 years	3 rd Party	Analytical
utma	The number of visits, including the time of the first visit, the previous visit, and the current visit.	2 years	3 rd Party	Analytical
Fastapi-csrf-token	Used for security purposes in order to prevent abuse of form submission.	Session	3 rd Party	necessary
referer_url	Used to identify the referring url for the current request.	Session	1 st Party	necessary

4. Third Party Cookies

- 4.1. Some of our pages display content from external providers, e.g. YouTube, Facebook and Twitter.
- 4.2. To view this third-party content, you first have to accept their specific terms and conditions. This includes their cookie policies, which we have no control over.
- 4.3. Third-party providers on our websites

- [You Tube](#)
- [Twitter](#)
- [Facebook](#)
- [Google](#)
- [FxStreet](#)
- [TikTok](#)

4.4. These third-party services are outside of the control of the Company. Providers may, at any time, change their terms of service, purpose and use of cookies, etc.

5. How you can manage cookies

5.1. Removing cookies from your device

You can delete all cookies that are already on your device by clearing the browsing history of your browser. This will remove all cookies from all websites you have visited.

Be aware though that you may also lose some saved information (e.g. saved login details, site preferences).

5.2. Managing site-specific cookies

For more detailed control over site-specific cookies, check the privacy and cookie settings in your preferred browser

5.3. Blocking cookies

You can set most modern browsers to prevent any cookies being placed on your device, but you may then have to manually adjust some preferences every time you visit a site/page. And some services and functionalities may not work properly at all (e.g. profile logging-in).

Version: 2024/01