

Cookie Policy for the Emojot Platform

<http://help.emojot.com/help/2019/09/27/cookie-policy-for-the-emojot-platform/>

This is Version 1.0 of the Emojot Platform Cookie Policy.

Last Updated: May 2020

Emojot Overview

Emojot is a global pioneer in real-time, emotion-based, intelligent experience management. Emojot empowers companies with critical insights, and recommendations that accelerate revenue, reduce churn and enhances brand promise. With its innovative, software-based ‘Emotion Sensors[™]’ and AI-driven analytics, Emojot’s enterprise-grade platform provides the agility needed for fast and flexible omnichannel touchpoint survey deployments. With Emotion Sensors[™], companies can deliver quick, and easy experiences to their customers and Emojot’s analytics and AI-driven instant recommendations give businesses powerful capabilities to respond and act in real-time.

The Emojot Platform

The Emojot software platform is provided in a Software-as-a-Service (SaaS) model and is accessed using a modern browser via the Internet. Emojot’s Dashboard (Emotion Sensor creation and analytics) and CX Portal (analytics) are accessed by business clients and Emojot’s Emotion Sensors[™] (visual surveys) are accessed by our business clients’ customers, employees and other stakeholders. Emotion Sensor[™] respondents (emoters) may use the web browser on their mobile devices to interact with Emojot’s Emotion Sensors[™].

Emotion Sensors[™] (URLs) may be shared or distributed in numerous ways: via email, SMS, social media, embedded in a web page, or on a tablet-based kiosk. Emotion Sensors may require a password or other authentication by the respondent.

Emojot's business clients (data controllers) are responsible for their respondents' data (what data to collect and from whom) and the Emojot platform acts as a data processor. As a data processor, Emojot ensures that all customer data collected using the software platform are stored in a single secure data centre; data does not "float" around in the cloud. Please see our **Data Protection and Privacy Policy** at www.emojot.com/data-protection-privacy for more information.

What Are Cookies?

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This section describes what information we gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored. However, this may downgrade or 'break' certain elements of the site's functionality.

For more general information on cookies, please read "[What Are Cookies](#)".

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases, there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave all cookies if you are not sure whether you need them or not, in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser

‘Help’ on how to do this). Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

1 - Account related cookies

If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out however in some cases they may remain afterwards to remember your site preferences when logged out.

Applicable to customers who are end-users with valid Emojot accounts.

2 - Login related cookies

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

Applicable to customers who are end-users with valid Emojot accounts.

3 - Emotion SensorTM related cookies

Our Emotion SensorsTM may use cookies to remember who has already responded to a survey or to identify whether you are a unique user and track your preferences given in the Emotion SensorTM. We also use cookies to understand the total number of visitors to an Emotion SensorTM, their geographic locations, the types of internet browsers (e.g. Chrome, Firefox, Safari, or Internet Explorer) and operating systems (e.g. Windows or Mac) used by our visitors.

This section is applicable to Emotion Sensor™ respondents (emoters) who interact with Emojot's Emotion Sensors™. These Emotion Sensors™ are deployed by customers of Emojot. All the cookies used in this section are used to provide analytics for the customer who deployed the Emotion Sensor™. Hence Emojot is not responsible for any data collected and Emojot only processes data as controlled by the customer. The processing of "Data" that's being collected is the sole responsibility of the customer. (Visit our **Data Protection and Privacy Policy** at www.emojot.com/data-protection-privacy to get more insight on this)

4 - Forms related cookies

When you submit data through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

5 - Third-Party Cookies

In some special cases, we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this Emojot Platform.

The Emojot Platform uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the Emojot Platform and ways that we can improve your experience. These cookies may track how long you spend on the Emojot Platform and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

From time to time we test new features and make subtle changes to the way that the service of Emojot platform is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the Emojot Platform whilst ensuring we understand which optimizations our users appreciate the most.

More Information

For general inquiries regarding this policy or any security concerns regarding the Emojot software platform, please send an email to security@emojot.com or call the number listed on the “Contact” section of www.emojot.com website.

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