

TSB Returns Limited (Rebound) Cookie Policy

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical or performance cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. **[We may also share this information with third parties for this purpose.]**

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie Title Cookie Name	Purpose	Duration
ADVERTISEMENT: test_cookie	This cookie is set by doubleclick.net. The purpose of the cookie is to determine if the users' browser supports cookies.	15 minutes
ADVERTISEMENT: bscookie	This cookie is a browser ID cookie set by Linked share Buttons and ad tags.	2 years
ADVERTISEMENT: IDE	Used by Google DoubleClick and stores information about how the user uses the website and any other advertisement before visiting the website. This is used to present users with ads that are relevant to them according to the user profile.	1 year 24 days
ANALYTICS: __hstc	This cookie is set by Hubspot and is used for tracking visitors. It contains the domain, utk, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).	1 year 24 days
ANALYTICS:	This cookie is used by HubSpot to keep track of the visitors to the website. This	1 year 24 days

hubspotuk	cookie is passed to Hubspot on form submission and used when deduplicating contacts.	
ANALYTICS: _ga	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.	2 years
ANALYTICS: _gid	This cookie is installed by Google Analytics. The cookie is used to store information of how visitors use a website and helps in creating an analytics report of how the website is doing. The data collected including the number visitors, the source where they have come from, and the pages visited in an anonymous form.	1 day
FUNCTIONAL: lang	This cookie is used to store the language preferences of a user to serve up content in that stored language the next time user visit the website.	Session
FUNCTIONAL: bcookie	This cookie is set by LinkedIn. The purpose of the cookie is to enable LinkedIn functionalities on the page.	2 years
FUNCTIONAL: lidc	This cookie is set by LinkedIn and used for routing.	1 day
FUNCTIONAL: lang	This cookie is used to store the language preferences of a user to serve up content in that stored language the next time user visit the website.	Session
FUNCTIONAL: __hssc	This cookie is set by HubSpot. The purpose of the cookie is to keep track of sessions. This is used to determine if HubSpot should increment the session number and timestamps in the __hstc cookie. It contains the domain, viewCount (increments each pageView in a session), and session start timestamp.	30 minutes
NECESSARY: __cfduid	The cookie is used by cdn services like CloudFare to identify individual clients behind a shared IP address and apply security settings on a per-client basis. It does not correspond to any user ID in the	1 month

	web application and does not store any personally identifiable information.	
NECESSARY: __cfuid	This cookie is set by the provider Cloudflare. This cookie is used for load balancing and for identifying trusted web traffic.	Session
NECESSARY: __hssrc	This cookie is set by Hubspot. According to their documentation, whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser. If this cookie does not exist when HubSpot manages cookies, it is considered a new session.	Session
FUNCTIONAL: UserMatchHistory	Linkedin - Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor's preferences.	1 month
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
ANALYTICAL: _hjid	This cookie is set by Hotjar. This cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the random user ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	1 year
ANALYTICAL: _hjFirstSeen	This is 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
ANALYTICAL: _hjIncludedInPageviewSample	This cookie is set to let Hotjar know whether that visitor is included in the data sampling defined by your site's pageview limit.	30 minutes

FUNCTIONAL: _hjAbsoluteSessionInProgress	This cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie.	30 minutes
ADVERTISMENT: RUL	Used by DoubleClick to determine whether website advertisement has been properly displayed - This is done to make their marketing efforts more efficient.	1 year
PERFORMANCE: _gat	This cookies is installed by Google Universal Analytics to throttle the request rate to limit the collection of data on high traffic sites.	1 minute

Please note that the following third parties may also use cookies, over which we have no control. These named third parties may include, for example, advertising networks and providers of external services like web traffic analysis services. These third party cookies are likely to be analytical cookies or performance cookies or targeting cookies:

- Hubspot
- Google Analytics
- LinkedIn
- HotJar
- Leadfeeder

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.