



Cookie Policy
Version 1.0
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1. Use of Cookies

- 1.1. Cookies are small text files that are placed on your computer by websites that you visit. 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.
- 1.2. The table below explains the cookies that Trive Financial Services Ltd and/or Trive South Africa (Pty) Ltd (hereinafter referred to as “**Trive**”) uses and why:

Cookie	Name	Provenance	Purpose
Google Analytics	_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where the visitors have come from to the site, and the pages that they have visited.	Click here for an overview of privacy at Google
Trive Country Cookie	trive.c	This cookie is used to record the user’s country information.	
Online Notification Form Cookie	ASP.NET_SessionId	This cookie is essential for the online notification form – the form that data controllers can use to notify Trive to operate. It is set only for those people using the form. This cookie is deleted when you close your browser.	Visit the Microsoft website
Live Help Session Cookie	LiveHelpSession	This cookie is used to record the user’s Live Chat request sessions.	
IB Partners	slm.ib	This cookie is used to record the user’s Introducer Broker Partner information.	
Representatives	slm.rep	This cookie is used to record the user’s Representative information.	
Client Group	slm.cg	This cookie is used to record the user’s Client Group information.	
Demo Client Group	slm.dcg	This cookie is used to record the user’s Demo Client Group information.	

- 1.3. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

2. Search Engine

- 2.1. The search engine on our website is designed to be as powerful and easy to use as the popular search engine, Google. The search is made possible by a piece of hardware (a search 'appliance') supplied by Google that is plugged into our server and continuously indexes the content on our site. All search requests are handled by the appliance and the information is not passed on to any third party, including Google.

3. People who call our Helpline

- 3.1. When you call Trive's helpline, we collect your Live Chat Session information. We use this information to help you.