

Dot Residential Cookie Policy

Last Updated: 23rd May 2019

Founded in 2018, Dot is building a global housing brand focused on delivering beautifully designed homes that people love to live in. Dot leverages design, construction, technology, finance and management to offer a high quality, streamlined living experience for residents; and we empower investors from around the world to invest ethically and professionally without any hassle.

“Dot”, or “we” or “us” or “our” refers to Dot Residential Ltd in this Cookie Policy. This Cookie Policy applies whenever you access any of our products, services, content, dotresidential.com and/or the other domains provided by Dot (such as compass.dotresidential.com and bonds.dotresidential.com), together referred to as “services”.

Please read this information carefully in order to fully understand how we use Cookies. You must accept the terms of our Cookie Policy in order to create an account with us and gain access to our products and services.

Contents of our Cookie Policy

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Cookie summary

1.1. What are cookies?

1.1.1. Cookies are small data files placed on your device when you access online websites, platforms or applications. The cookies help websites to remember your preferences, visits and activity, and generally help to provide you with a better user experience. All the while, keeping the information anonymous.

1.2. Why do we use cookies?

1.2.1. We use cookies to continuously improve our website and provide you with the best support and service possible. All information that we collect with the cookies is aggregated and anonymous.

1.3. Cookies used by our websites:

1.3.1. Do not store any personally identifiable information about you or information such as passwords.

1.3.2. Do not (and cannot) allow us to access other information stored on your computer.

1.3.3. Do not store any information about you that others could understand, or in any way compromise your security.

1.3.4. Do allow us to provide a service whereby people can access their account.

1.3.5. Do allow us to monitor the number of people using our websites and monitor their activities.

1.3.6. Do allow us to see how people arrive at our site (e.g. search for “Dot Residential” on a search engine, or click on an email we have sent).

1.3.7. Do allow us to gather technical information about people using our websites, such as their geographic location and the type of web browsers they are using.

1.3.8. Do allow our websites to recall certain settings and preferences to make using our websites easier. We cannot identify what your individual preferences or settings are.

Types of Cookies that we use on our websites

2.1. Session Cookies

2.1.1. These are stored on your computer and remain available for the duration of your visit to our websites. When you close your browser, any session cookies that have been set will be automatically removed from your browser.

2.2. Persistent Cookies

2.2.1. These are stored on your computer and remain there until they reach their expiration date or you choose to delete them. At this point, the browser will delete the cookie. Whilst the persistent cookie is present, the website that created it will have access to that cookie each time you return to that particular website.

2.3. Third-party Cookies

2.3.1. These are installed by third parties with the aim of collecting certain information to carry out various research into behaviour, demographics and interactions.

2.4. Cookie usage

2.4.1. We make use of all three types of Cookie listed above in order to maximise the security of our services and to ensure you always get an optimal service from our websites.

2.4.2. We do not use Cookies to track your use of the internet after leaving our websites, nor do we store any information about you in our Cookies that others could read or understand.

How we classify the cookies that we use on our websites

3.1. Strictly necessary cookies

3.1.1. These are cookies that are essential in providing specific services you have requested from us. For example:

3.1.1.1. Remembering information you have entered on online application forms when you navigate to different pages in a single web browsing session.

3.1.1.2. Maintaining a logged-in session on our websites.

3.2. Performance cookies

3.2.1. These are Cookies that aim to improve our websites by collecting information about how you use our websites. For example:

3.2.1.1. Counting the number of visitors and how they move around our websites.

3.2.1.2. Understanding what interests our users so that we can deliver the content and level of service you expect from us.

3.2.1.3. Helping us to improve our websites by measuring errors experienced by users of our websites.

3.2.1.4. Testing different designs or content on our websites.

Specific Cookies

4.1. Google Analytics

4.1.1. We use Google Analytics to improve user experience on our website.

4.1.2. To disable Google Analytics tracking, please follow this link.

4.1.3. `_ga` Registers a unique ID that is used to generate statistical data on how the visitor uses the website. This cookie expires after two years.

4.1.4. `_gat` Used by Google Analytics to throttle request rate. This cookie expires after your session is over.

4.1.5. `_gid` Registers a unique ID that is used to generate statistical data on how the visitor uses the website. This cookie expires after your session is over.

4.2. Intercom

4.2.1. We use Intercom messenger to provide service support to our visitors.

4.2.2. Intercom-id-zxamgd0q Anonymously identifies the user so you don't have so we know you've visited the website previously and are able to pull up our previous conversations with you. This cookie expires after 9 months.

4.2.3. Intercom-state Identifies each unique browsing session and helps us understand whether you are new to our service. This cookie expires after one 1 week.

4.3. Facebook

4.3.1. The tracking pixel enables us to measure, optimise and build audiences for advertising campaigns served on Facebook. In particular it enables us to see how our users move between devices when accessing our website and Facebook. It enables us to ensure that our advertising is seen by those who are most likely to be interested in such advertising by analysing which content they have viewed and interacted with on our website.

4.3.2. For further information about the Facebook Pixel please see: <https://en-gb.facebook.com/business/help/651294705016616>

4.4. Google

4.4.1. Re-marketing facilitates post-visit advertising with those who have visited or interacted with our website to encourage return visits.

4.5. Bing

4.5.1. We use event ads to build lists of visitors who have searched for certain terms and clicked on results using their search engine. By doing this we can create a more customised online experience, tailoring our advertising to user interest.

4.6. LinkedIn

4.6.1. Share buttons, ad tags and insights.

4.6.2. For more information please visit <https://www.linkedin.com/legal/cookie-table>

4.7. YouTube

4.7.1. These cookies enable Youtube to record views, personal preferences and engagements.

4.8. Twitter

4.8.1. The conversion tracker enables us to learn how our users have interacted with our advertising when it was served on Twitter. It also enables us to identify users who have used their mobile device to view our advertising on Twitter and later came to our website on a desktop computer.

4.8.2. For further information about the Twitter Conversion Tracker please see: <https://business.twitter.com/en/help/campaign-measurement-and-analytics/conversion-tracking-for-websites.html>

4.9. Hubspot

4.9.1. Personal identifying information is collected by using javascript and cookies to help us analyse how visitors use our website.

4.9.2. HubSpot's products help us to identify website visitors, analyse email campaigns, track website contact forms and monitor Google AdWords click through.

4.9.3. Anonymous visitor tracking information may be shared with other HubSpot customers.

4.9.4. For more information about HubSpot cookies, please visit legal.hubspot.com/privacy-policy

Other Cookies

5.1. Dot Residential session Cookies

5.1.1. We place a session cookie on your computer while you are viewing our websites. We may also use cookies to track certain information about you based upon your activity on our websites or on a third party's website. This information may include the URL that you just came from (whether this URL is on our site or not), which URL you go to next (whether this URL is on our site or not), what browser you are using, and your IP address.

5.1.2. We use this information to conduct internal research to better understand and serve visitors to our websites. Dot Residential occasionally utilises e-mail Web beacons to monitor e-mail deliverability. We reserve the right to share this information in an anonymous singular summary and aggregate form with third parties.

5.2. Third Party media Cookies

5.2.1. From time to time, we may allow a third-party media service to display content on our site. These third-party media services may use cookies within their content, but we have no access to or control over these cookies. The use of cookies by these third parties shall be governed by their respective privacy policies.

Managing your Cookies

6.1. Editing your browser settings

6.1.1. Most web browsers allow you to manage cookies via the browser settings. For example you may choose to delete existing cookies, prevent your browser from accepting new cookies, have the browser notify you when you receive a new cookie or disable cookies altogether.

6.1.2. You can use the following links to find out more about managing these settings in your browser. If your browser is not listed below you can normally use the “Help” functionality on your browser to find out about how it handles cookies.

6.1.2.1. [Internet Explorer](#)

6.1.2.2. [Firefox](#)

6.1.2.3. [Chrome](#)

6.1.2.4. [Safari Web](#)

6.1.2.5. [iOS Mobile \(Safari\)](#)

6.1.2.6. [Android Mobile \(Chrome\)](#)

6.1.3. If you have accepted cookies on our website and are experiencing difficulties changing them, please contact us directly and we will send you information on how to manage your Cookies.

Updates to this Cookie Policy, and how to contact us.

7.1. Updates to this Cookie Policy

7.1.1. We may update our Cookie Policy from time to time in response to changing legal, technical or business developments. When we update our Cookie Policy, we will take appropriate measures to inform you, consistent with the significance of the changes that have been made. We will obtain your consent to any material Cookie Policy changes if and where this is required by applicable data protection laws.

7.1.2. You can see when this Cookie Policy was last updated by checking the “last updated” date displayed at the top of this Cookie Policy.

7.2. How to contact us

7.2.1. If you have any queries or concerns in relation to our Cookie Policy or our products and services, please contact us at: hello@dotresidential.com

7.2.2. Dot Residential, Canada House, Chepstow Street, Manchester M1 5FW.

7.2.3. Dot Residential Ltd (‘Dot’) is a registered company in England and Wales (Company #11070328), with its registered office at 15th Floor, 6 Bevis Marks, Bury Court, London EC3A 7BA. Dot is registered as a money broker with the Financial Conduct Authority (Firm #798812). Dot is registered with the Office of the Information Commissioner (Reg #ZA 304 390). Dot is a member of The Property Ombudsman (Member #T00724) and adheres to its Code of Practice.