

## **Cookie & Cache Policy**

Effective Date: November 11, 2018

Last Updated: March 1, 2024

At PhoneBox (“we”, “our”, “us”), we are committed to respecting your privacy and providing transparency regarding how we collect and use information when you visit our website, phoneboxmobile.ca.

This Cookie and Cache Policy explains what cookies and caching technologies we use, why we use them, and your choices regarding their use.

### **1. What Are Cookies?**

Cookies are small text files placed on your device by your web browser when you visit a website. They are widely used to ensure websites function properly, improve user experience, and provide website owners with usage information.

### **2. Types of Cookies We Use**

We use the following categories of cookies:

#### **Strictly Necessary Cookies**

These cookies are essential for the website to function properly. They enable core features such as security, page navigation, and access to secure areas.

#### **Performance and Analytics Cookies**

These cookies collect anonymous data on how visitors interact with our site. They help us understand usage patterns and improve website functionality.

#### **Functionality Cookies**

These cookies allow the website to remember your preferences and choices (such as language or region), providing a more personalized experience.

#### **Targeting and Advertising Cookies (Optional)**

If applicable, these cookies may be used to deliver relevant advertisements based on your browsing behavior and interests.

### **3. What Is Caching?**

Caching involves storing parts of a website (such as images, stylesheets, or previously viewed pages) in your browser to reduce loading times and improve performance on future visits.

### **4. How We Use Caching**

We use browser and server-side caching to:

Improve website performance and speed

Reduce bandwidth consumption

Optimize user experience by loading frequently used assets faster

Cached data does not include sensitive information like personal details or payment data.

## 5. Managing Cookies and Cache

You have control over your cookie and cache settings. Here's how:

**Cookies:** You can manage or delete cookies via your browser settings. Most browsers allow you to block or delete cookies, but some site features may not work correctly if you do so.

**Cache:** You can clear your browser cache at any time via your browser settings.

To learn more about cookie settings:

Chrome: <https://support.google.com/chrome/answer/95647>

Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>

Safari: <https://support.apple.com/en-us/HT201265>

## 6. Third-Party Cookies

Some third-party services we use (e.g., Google Analytics, YouTube embeds, payment gateways) may place their own cookies on your device. These are governed by the privacy and cookie policies of the respective providers.

## 7. Updates to This Policy

We may update this policy from time to time to reflect changes in technology or regulatory requirements. When we do, we will update the "Last Updated" date at the top of the page.

## 8. Contact Us

If you have any questions or concerns about this Cookie and Cache Policy, please contact us at:

Email: [services@gophonebox.com](mailto:services@gophonebox.com)

Phone: 1-855-886-0505