HF Markets (SV) Ltd

COOKIE POLICY

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1. Introduction

1.1. HF Markets (SV) Ltd (hereinafter the "**Company**" or "**we**") which is a member of the HF Markets Group, is incorporated under the laws of Saint Vincent and the Grenadines with Registration 22747 IBC 2015 having its registered office at Suite 305, Griffith Corporate Centre, P.O. Box 1510, Beachmont, Kingstown, Saint Vincent and the Grenadines. The Company is authorised as an International Business Company under the International Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent and Grenadines, 2009 (herein the "**Law**").

1.2. This cookie policy covers the website www.hfm.com/sv and all its related sub-domains and mobile applications that are registered and operated by HF Markets (SV) Ltd.

1.3. The Company outlines in this Cookie Policy (herein the "**Policy**") how the Company uses cookies to provide you with a more relevant and effective experience when you browse our Website and also allows us to improve our site

1.4. We respect your privacy and are committed to providing you with the information and tools you need to manage your cookies.

2. What are cookies

2.1. Cookies are small text files that a website stores on your computer or mobile device when you visit the site. 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.

2.2. **First party** cookies are cookies set by the website you are visiting. Only that website can read them. In addition, a website might potentially use external services, which also set their own cookies, known as **third-party** cookies.

2.3. Persistent cookies are cookies saved on your computer and that are not deleted automatically when you quit your browser, unlike a session cookie, which is deleted when you quit your browser.

2.4. Cookies can also be used to establish anonymised statistics about users browsing experience.

3.   Cookies Analysis

3.1.   The Website uses four types of cookies, they are only used for the purpose described below and apply once a user provides their consent to the relevant purpose.

3.2.   **Necessary**: These cookies are necessary for the website to become functional, allowing core functionalities such as navigating the website and accessing secure fields of the website. For this reason, they do not require your consent. You may disable these by changing your browser settings, but this may affect how the website functions.

3.3.   **Analytical**: To measure and improve site performance via anonymous reporting of how users interact with website content.

3.4.   **Marketing**: To provide a more personalized user experience and more relevant ads via analysis of user activity that allows us to effectively target our marketing activities.

3.5.   Targeting: To track your browsing habits in order to deliver personalised advertisements on other sites. Once enabled, these cookies can be disabled through your browser settings.

Name	Purpose	Expiry	Type	Category
<wallet>_is_wizard_completed	Identifies if wizard flow has been fully completed for current user.	10 Days	1st Party	Necessary
acid	Stores the Affiliate's Campaign ID.	Session	1st Party	Necessary
cc_cookie_accept	Stores the acceptance of cookies.	Session	1st Party	Necessary
cc_cookie_decline	Stores the decline of cookie bar.	Session	1st Party	Necessary
completing_part	Completed parts for Wizard in profile completion form.	10 Days	1st Party	Necessary
csrftoken	A CSRF token is a unique, secret, unpredictable value that is generated by the server-side application and transmitted to the user in such a way that it is included in a subsequent HTTP request made by the user. It is used for security purposes in order to prevent abuse of form submission.	1 year	1st Party	Necessary

dark_mode	Used by myHF on redirections to myHF area to switch to dark mode.	Session	1st Party	Necessary
Exit-popup-	Determines if the exit popup should be displayed.	10 days	1st Party	Necessary
forget_pass	Random number to ensure captcha answer is correct.	30 Days	1st Party	Necessary
forget_pass_x_	Stores captcha answer.	30 Days	1st Party	Necessary
investor	PAMM Investor Account of current user.	Session	1st Party	Necessary
investorHash	Encrypted value PAMM Investor Account of current user.	Session	1st Party	Necessary
lang	Stores user's selected language.	1 month	1st Party	Necessary
ltRefreshedBalance	Last refreshed balance. If last refreshed balance is less than 15 Minutes it will retrieve the info from ltResponse.	Session	1st Party	Necessary
ltResponse	Balance of wallet.	Session	1st Party	Necessary
master_account	Wallet of current user.	Session	1st Party	Necessary
mc_data	Internal tracking cookie that stores the campaign ID of the first landing page the user visited and identifies the user in the future if they register an account.	1 month	1st Party	Necessary
mcid	Stores campaign ID of landing page visited.	Session	1st Party	Necessary
mobile_app	Used by HF App on redirections to myHF area to switch to dark mode.	Session	1st Party	Necessary
mylogin	Wallet of current user. Cookie is shared among all subdomains. Used in main website to identify if current browser is logged in to client area.	Session	1st Party	Necessary
Path	Current path tracker.	current session	1st Party	Necessary
redesign_flag	Identifies if myHF area is on redesign or not.	10 Days	1st Party	Necessary
refid	Affiliate ID used to register clients under specific Affiliates.	Session	1st Party	Necessary
regulator	Stores user's regulation.	Session	1st Party	Necessary

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Registration number 22747 IBC 2015

show_phone_ve rification	Identifies whether to show phone verification popup.	Session	1st Party	Necessary
show_phone_ve rification_delay _<wallet>	Identifies whether to show phone verification popup after first occurrence of phone verification popup.	1 Day	1st Party	Necessary
show_profile_u pdate	Identifies whether to show force profile popup.	Session	1st Party	Necessary
user	Random User ID that identifies the user.	1 month	1st Party	Necessary
walletHash	Encrypted value of master_account	Session	1st Party	Necessary
Xrsc11_000	Balance of wallet.	Session	1st Party	Necessary
webinar	Tracks if the visitor is coming from a webinar registration.	Session	1st Party	Marketing
X-Access-Key	Keeps the website session alive.	Session	1st Party	Analytical
__Secure-1PSIDCC	Cookie required to use website options and services.	1 year	3rd Party	Necessary
__Secure-3PSIDCC	Cookie required to use website options and services.	1 year	3rd Party	Necessary
AKA_A2	Used by CDN Akamai for the Akamai cache function, used by the website to optimize the response time between the visitor and the website.	Session	3rd Party	Necessary
captcha_x_	SPAM protection service provided by Google that helps protect websites from spam and abuse.	Session	3rd Party	Necessary
com.hotforex.w ww.hotforex-smartbanner-closed	Used for the mobile app banner in order to hide the banner if users don't want to download it.	Session	3rd Party	Necessary
com.hotforex.w ww.hotforex-smartbanner-installed	Used for the mobile app banner in order to determine whether it should be displayed or not.	Session	3rd Party	Necessary
Consent	Google cookie consent tracker.	17 years	3rd Party	Necessary

LOGIN_INFO	Used to play YouTube videos embedded on the website.	6 months	3rd Party	Necessary
LPSessionID	Cookie for chat history, stored until the browser is closed.	Session	3rd Party	Necessary
LPSID-Site ID	Visitor ID as identified in Conversational Cloud. Identifies a browser as long as the cookie is not deleted.	Session	3rd Party	Necessary
LPVID	Provides technical support to the chat function to make sure that the chat on the website works as intended, e.g. by identifying the browser which enables us to remember ongoing and previous chats as well as know where a user is visiting the website from.	1 year	3rd Party	Necessary
orejime	Store the user's consent about accepting/rejecting cookies	1 year	3rd Party	Necessary
SAME_SITE	Prevents the browser from sending this cookie along with cross-site requests.	Session	3rd Party	Necessary
VISITIR_INFO1_LIVE	Used to play YouTube videos embedded on the website.	6 months	3rd Party	Necessary
wordpress_test_cookie	WordPress sets a test cookie for every visitor to check if the browser accepts cookies.	current session	3rd Party	Necessary
xsrf	Used for security purposes in order to prevent abuse of form submission.	Session	3rd Party	Necessary
__ar_v4	Owned by Doubleclick (Google). Uses Doubleclick to manage real-time bidding advertising exchange.	1 year	3rd Party	Marketing
__adroll_fpc	Used to collect and use personalised data in order to deliver targeted and personalised advertising.	1 year	3rd Party	Marketing
_fbp	Used by Facebook to store and track visits across websites. The expiration is controlled by settings in the plugin.	3 months	3rd Party	Marketing
anid	Used to show Google ads on non-Google sites.	13 months	3rd Party	Marketing

Hm_lpvt	Used by Baidu Analytics to limit the frequency of requests. Baidu Analytics collects information in an anonymous form, including the number of visitors to the website and blog, where visitors have come to the website from and the pages they visited.	Session	3rd Party	Marketing
_clck	Microsoft clarity is using this cookie to store a unique user ID	1 year	3rd Party	Analytical
_clsk	Microsoft clarity is using this cookie to store and combine page views by a user into a single session.	1 day	3rd Party	Analytical
_uetsid	Microsoft Bing Ads is using this cookie to store and track visits across websites	1 day	3rd Party	Analytical
_uetvid	Microsoft Bing Ads is using this cookie to store and track visits across websites	16 days	3rd Party	Analytical
__utmc	Stores time of visit on the website.	30 minutes	3rd Party	Analytical
__utmz	Stores used keyword and search engine.	6 months	3rd Party	Analytical
_ga	Google Analytics uses the _ga and _gid cookies to distinguish unique users and pages that users have seen. The _ga cookie counts the number of visits to a page or post.	2 years	3rd Party	Analytical
_gac_gb_<container-id>	Contains campaign related information. If Google Analytics and Google Ads accounts are linked, Google Ads website conversion tags will read this cookie unless the user opts out.	3 months	3rd Party	Analytical/ Marketing/ Targeting

_gat_gtag_<tracking id>	Used by Google Analytics to track conversions. Reads and filters requests from bots and then identifies users across browsing sessions.	1 min	3rd Party	Analytical
_gcl_au	Takes information in ad clicks and stores it in a first-party cookie so that conversions can be attributed outside the landing page.	Session	3rd Party	Analytical/ Marketing/ Targeting
_gid	Google Analytics uses the _ga and _gid cookies to distinguish unique users and pages that users have seen. The _gid cookie prevents repeats views of a page or post by a visitor.	1 day	3rd Party	Analytical
_hjAbsoluteSessionInProgress	Detects the first pageview session of a user and sets a True/False flag.	30 Minutes	3rd Party	Analytical
_hjCachedUserAttributes	Stores User Attributes which are sent through the Hotjar Identify API, whenever the user is not in the sample. Collected attributes will only be saved to Hotjar servers if the user interacts with a Hotjar Feedback tool, but the cookie will be used regardless of whether a Feedback tool is present.	Session	3rd Party	Analytical
_hjClosedSurveyInvites	Hotjar cookie that is set once a user interacts with an External Link Survey invitation modal, used to ensure that the same invite does not reappear if it has already been shown.	1 year	3rd Party	Analytical
_hjDonePolls	Hotjar cookie that is set once a user completes a survey using the On-site Survey widget, used to ensure that the same survey does not reappear if it has already been filled in.	1 year	3rd Party	Analytical
_hjFirstSeen	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	3rd Party	Analytical

_hjid	Hotjar cookie that is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID unique to that site on the browser and ensure that behavior in subsequent visits to the same site will be attributed to the same user ID.	365 days	3rd Party	Analytical
_hjIncludedInPageviewSample	Set to let Hotjar know whether user is included in the data sampling defined by the site's pageview limit.	30 minutes	3rd Party	Analytical
_hjIncludedInSessionSample	Set to let Hotjar know whether user is included in the data sampling defined by the site's daily session limit.	30 minutes	3rd Party	Analytical
_hjLocalStorageTest	Checks if the Hotjar Tracking Script can use local storage. If it can, a value of 1 is set in this cookie. The data stored in_hjLocalStorageTest has no expiration time, but it is deleted almost immediately after it is created.	Under 100ms	3rd Party	Analytical
_hjMinimizedPolls	Hotjar cookie that is set once a user minimizes an On-site Survey widget, used to ensure that the widget stays minimized when the user navigates through the site.	1 year	3rd Party	Analytical
_hjOptOut	This cookie is used to find whether the hotjar cookie is opted out of or not.	4 months	3rd Party	Analytical
_hjRecordingEnabled	Added when a Recording starts and read when the recording module is initialized to see if the user is already in a recording in a particular session.	Session	3rd Party	Analytical
_hjRecordingLastActivity	Updated when a user recording starts and when data is sent through WebSocket (the user performs an action that Hotjar records).	Session	3rd Party	Analytical
_hjSessionRejected	If present, this cookie will be set to '1' for the duration of a user's session, if Hotjar rejected the session from connecting to our WebSocket due to server overload. This cookie is only applied in extremely rare situations to prevent severe performance issues.	Session	3rd Party	Analytical

_hjSessionResumed	Set when a session/recording is reconnected to the Hotjar servers after a break in connection.	Session	3rd Party	Analytical
_hjSessionTooLarge	Causes Hotjar to stop collecting data if a session becomes too large. This is determined automatically by a signal from the WebSocket server if the session size exceeds the limit.	Session	3rd Party	Analytical
_hjShownFeedbackMessage	Hotjar cookie that is set when a user minimizes or completes Incoming Feedback so that the Incoming Feedback will load as minimized immediately if the user navigates to another page where it is set to show.	365 days	3rd Party	Analytical
_hjTLDTest	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 _hjTLDTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed.	Session	3rd Party	Analytical
_hjUserAttributesHash	User Attributes sent through the Hotjar Identify API are cached for the duration of the session in order to know when an attribute has changed and needs to be updated.	Session	3rd Party	Analytical
_hjViewportId	Stores information about the user viewport such as size and dimensions.	Session	3rd Party	Analytical
1P_JAR	Used by Google to collect website statistics and track conversion rates.	1 month	3rd Party	Analytical
APISID	HSID, SSID, APISID and SAPISID cookies enable Google to collect user information for videos hosted by YouTube.	2 years	3rd Party	Analytical
hjSiteLang	Set when a page that supports multiple languages on hotjar.com is visited so content is always loaded in the preferred language when available.	365 days	3rd Party	Analytical

Hm_lvt_	Baidu Analytics Tongji. Records a unique ID used to generate statistical data on how a visitor uses the website.	1 year	3rd Party	Analytical
OGPC	Enables the functionality of Google Maps.	Session	3rd Party	Analytical
OTZ	Used by Google Analytics to provide an aggregate analysis of Website visitors.	1 year	3rd Party	Analytical
pvc_visits[0]	Cookie created by post-views-counter third party which counts the number of visits to a post, and is used to prevent repeat views of a post by a visitor. The expiration is controlled by settings in the plugin.	Session	3rd Party	Analytical
RUL	Used by Google DoubleClick to determine whether the website advertisement has been properly displayed and collect data in order to show relevant advertising to the visitor across the web.	1 year	3rd Party	Analytical
SAPISID	HSID, SSID, APISID and SAPISID cookies enable Google to collect user information for videos hosted by YouTube.	2 years	3rd Party	Analytical
utma	The number of visits, including the time of the first visit, the previous visit, and the current visit.	2 years	3rd Party	Analytical
Fastapi-csrf-token	Used for security purposes in order to prevent abuse of form submission.	Session	3rd Party	Necessary
referer_url	Used to identify the referring url for the current request.	Session	1st Party	Necessary

4.   Third-Party Cookies

4.1.   Some of our pages display content from external providers, e.g. YouTube, Meta (previously Facebook) and X (previously Twitter).

4.2.   To view this third-party content, you first have to accept their specific terms and conditions. This includes their cookie policies, which we do not control.

4.3.   Third-party providers on our websites:

- [You Tube](#)
- [X](#) (previously Twitter)[Meta](#) (previously Facebook)
- [Google](#)
- [FxStreet](#)
- [TikTok](#)

4.4. These third-party services are outside of the control of the Company. Providers may, at any time, change their terms of service, purpose and use of cookies, etc.

5. How you can manage cookies

5.1. **Removing cookies from your device**

You can delete all cookies that are already on your device by clearing the browsing history of your browser. This will remove all cookies from all websites you have visited.

Be aware though that you may also lose some saved information (e.g., saved login details, site preferences).

5.2. **Managing site-specific cookies**

For more detailed control over site-specific cookies, check the privacy and cookie settings in your preferred browser.

5.3. **Blocking cookies**

You can set most modern browsers to prevent any cookies being placed on your device, but you may then have to manually adjust some preferences every time you visit a site/page. Additionally, some services and functionalities may not work properly at all (e.g., profile logging-in).

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