Cookies Policy

Cookie Policy describes how Tavex uses cookies on the website www.tavex._ (the website) when an individual (the user, you, client) visits the website.

What are cookies?

Cookies are small files of letters and digits downloaded and saved on your computer or another device (for instance, mobile phone, tablet) and saved in your browser while you visit the website. They can be used to track the pages you visit on the website, save information you enter or remember your preferences such as language settings as long as you are browsing the website.

Why are cookies used?

Cookies are necessary to make it easier for you to use our digital (remote) services, such as making purchases on this page, reading articles on the Tavex blog, exploring price charts for precious metals and currencies, tracking current product prices or using a Tavex ID profile to we may receive information about how visitors use our website and so that we can improve the services we offer to our visitors. Cookies are also used to provide you with personalized information about our products and services.

What does it mean to agree to the use of cookies?

We use different types of cookies that are placed by default (such as "Necessary" cookies), but for individual cookies used for statistical, preference and marketing purposes, we ask for your consent. By giving your consent in the cookie bar that appears when you visit a website, you choose whether to allow the use of certain categories of cookies.

With the "Necessary" cookies, the user's consent is not required, as these cookies provide a complete and continuous display of the content of the www.tavex._ website, so that you can sign in to Tavex ID and get a relevant digital browsing and online experience.

What cookies are used by the storage duration period?

Tavex uses different types of cookies. They differ by the duration of storage and the purpose of processing. By the duration of storage, Tavex uses two categories of cookies:

- **Session cookies** are used to enable you to perform your transactions. They are saved temporarily on your device while visiting the website and are deleted when you log out of the Tavex ID account or close the browser.
- **Persistent cookies** are used to obtain your navigation and to collect statistics for the website optimization and improvement saved for a limited time on your device.

What cookies are used by the purpose of processing?

We use four categories of cookies, but we only require user consent for 3 of them. You can accept all or all of the cookie categories. By agreeing to a category, you consent to all cookies in that category. You can change your preferences and opt out of cookies at any time. Please note that we do not store any personal data at any time unless you have chosen to register and identified yourself as our customer. Various service providers who help us provide web services may set own cookies. Such a service provider is, for example, Google Analytics.

The processing purposes for the four cookie groups will be described below.

Necessary	The required (Nesessary) cookies are important and allow you to access different parts of the Tavex website. These cookies are stored on your computer, smartphone, tablet or other device when you visit and browse the website or for a certain period of time. They are set up in response to your actions, which are considered to be a request for a service, such as setting privacy preferences, signing in, or filling out forms. These cookies are necessary for the operation of the website, so they cannot be turned off. As a result, the user's consent is not required for this category of cookies. The legal basis for processing such cookies is the legitimate interests of Tavex. These types of cookies are not stored for a long time and are deleted after closing the browser.

Statistic cookies

Statistic/Analytical cookies allow us to track the number and sources of visits so that we can measure and improve the performance of our website. These types of cookies are stored for 30 seconds to 2 years.

They help us understand which pages are most popular and which are used the least, as well as how visitors navigate our site. Statistic cookies are anonymous – no personal information about user is collected.

If you opt out of these cookies, your visit will not be included in our statistics.

The basis for processing such cookies is your consent as a user of the website.

Preference cookies

Preference/personalized cookies are used to identify the content you want to use on this website and to provide you with the most relevant information about our products and services, to improve the customization of our content and to expand your operations on our website.

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

The basis for processing such cookies is your consent as a user of the website.

Marketing cookies

Marketing cookies provide Tavex with the opportunity to find out and analyze detailed information about visits to web sites, as well as to show the visitor relevant ads.

The basis for processing such cookies is your consent as a user of the website.

Cookies consent

We ask for your consent for the use of 3 out of 4 cookies. These cookies are used to provide you with personalized information about our products and services and to improve the operation of the website. If you agree, please click "Consent to all cookies".

If you want to manage your selection or opt out of cookies, please click "Manage cookies". You can provide, manage selections or opt out (except "Necessary") of cookies in the cookie bar that appears when you visit a website. Your choice regarding the use of cookies will be stored for one year. By giving your consent to a category, you are giving your consent to all cookies in that category. Over time, cookies may be updated and adapted to improve service delivery, so the list of cookies is constantly updated.

Necessary

Cookie name	Cookie description	Cookie duration
tavex_cookie_consent	Stores cookie consent options selected	60 weeks
tavex_customer	Tavex customer ID	30 days
wp-wpml_current_language	Stores selected language	1 day
AWSALB	AWS ALB sticky session cookie	6 days
AWSALBCORS	AWS ALB sticky session cookie	6 days
NO_CACHE	Used to disable page caching	1 day
PHPSESSID	Identifier for PHP session	Session
latest_news	Helps to keep notifications relevant by storing the latest news shown	29 days
latest_news_flash	Helps to keep notifications relevant by storing the latest news shown	29 days
tavex_recently_viewed_products	List of recently viewed products	1 day
tavex_compare_amount	Number of items in product comparison view	1 day

Preference

Cookie name	Cookie description	Cookie duration
chart-widget-tab-*-*-*	Remembers last chart options (i.e currency, time period, etc)	29 days
archive_layout	Stores selected product layout on category pages	1 day

Marketing

Cookie name	Cookie description	Cookie duration
cartstack.com-*	Used for tracking abandoned shopping carts	1 year
_omappvp	Used by OptinMonster for determining new vs. returning visitors. Expires in 11 years	11 years
_omappvs	Used by OptinMonster for determining when a new visitor becomes a returning visitor	Session
om*	Used by OptinMonster to track interactions with campaigns	Persistent

Statistic

Cookie name	Cookie description	Cookie duration
_ga	Used to distinguish users	2 years
_gid	Used to distinguish users	24 hours
_ga_*	Used to persist session state	2 years
_gac_*	Contains campaign related information	90 days
_gat_gtag_*	Used to throttle request rate	1 minute
_fbc	Facebook advertisement cookie	2 years
_fbp	Facebook cookie for distinguishing unique users	2 years

Cookies consent

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If you want to manage your selection or opt out of cookies, please click "Manage cookies". You can provide, manage selections or opt out (except "Necessary") of cookies in the cookie bar that appears when you visit a website. Your choice regarding the use of cookies will be stored for one year. By giving your consent to a category, you are giving your consent to all cookies in that category. Over time, cookies may be updated and adapted to improve service delivery, so the list of cookies is constantly updated.

How to manage cookie preferences or withdraw consent?

You can manage your preferences at any time and change which cookies you allow us to use or opt out of cookies. Please note that your choices may affect the functionality of the website and that you may not be able to take full advantage of our online services or receive offers or promotions. You can also change the cookie settings of your device's web browser or delete cookies.

Please note that by blocking or deleting cookies, the Tavex ID profile as well as part of the website's functional and customer-friendly features will not work. It can also affect the operation and appearance of the rest of the website. You can opt out of all cookies except "Required".

Changes to security settings must be made on a browser-by-browser basis, and the settings shown may vary. If necessary, refer to your browser's user guide for information on selecting the appropriate settings.

Personal data processing

When personal data is processed by using cookies, processing takes place in accordance with Tavex Principles of Processing Personal Data.

Data subject rights

The user as a data subject has the right to:
- receive confirmation if the user's personal data is being processed by Tavex and, if so, then to access it;
- require the erasure of the user's personal data;
- restrict the processing of the user's personal data;
- object to processing of the user's personal data if processing is based on Tavex legitimate interests;
- withdraw the consent to process the user's personal data;
- lodge a complaint pertaining to the Tavex processing of personal data to the Data State Inspectorate at www.dvi.gov.lv if the user considers that the processing of the user's personal data infringes the user's rights and interests under the data protection legislation.

The user can exercise the rights of a data subject by submitting Tavex an identified request via branch office or by sending a request signed with e-signature via email.

Contact information

Please contact Tavex SIA if you have any questions or requests regarding the use of cookies on the Tavex website, the withdrawal of consent or the management of cookie selection.

Contact information is available on the Tavex website in the Contacts section.

The user can contact the personal data protection specialist appointed by Tavex by sending an e-mail to: dpo@tavex.lv or by sending a letter by post to: Elizabetes 21a, Riga, Latvia, LV-1010, marked with "Personal data protection specialist".

Cookie Policy validity

The cookie policy has been drafted in latvian and translated into English. In case of disputes, arguments or claims of linguistic nature or concerning interpretation, the legally binding version of this Cookie Policy is in latvian.

The cookie policy enters into force on 13 April 2021 and its current version is available on the Tavex website in the "Terms & Conditions" section.