

This document is drafted by Kaleyra Inc., together with its subsidiaries and affiliates (collectively hereinafter referred to as “Kaleyra”) – as a data controller/ data processor as defined in our Privacy Policy.

This policy on cookies – that must be read to supplement the information provided in the Privacy Policy – is used to describe the types of cookies and other technologies used on this website, as well as the reasons and conditions of use of them.

We inform you that some cookies are necessary to allow correct browsing of the website and continuing to browse you are consenting to the use of these cookies.

You can however avoid the installation of cookies by configuring the settings of your browser or, shortly, disabling the use of them through the website directly, as specified in detail below.

## **What are cookie files and how do they work?**

- Cookie files are data fragments that websites transfer to your hard drive for storage, sometimes to gather certain information about you. Their primary function is to identify your browser, provide analytics, and remember information about you, such as your language preference or login information.
- Other technologies, including data we store on your web browser or device, identifiers associated with your device, and other software, are used for similar purposes. In this policy, we refer to all of these technologies as “cookies.”

- Cookie files are unique for the server which generated them and other servers cannot access them. This means that cookie files can't be used to track your browsing activities throughout the internet.
- Even though these files help to identify the computer and/or device of a particular user, they do not identify them personally, store passwords, or credit card information.

## Why do we use cookies?

- Cookies are meant to keep our sites reliable, secure, and personalized. When you accept cookies, this helps make the site better by remembering your preferences, customizing content or ads, and enhancing your experience of our premium news, insight, and analysis. They're completely safe and can't be used to run programs or deliver viruses to your device.
- Our website uses cookie files to differentiate you from other users who visit the Kaleyra website. This helps us provide you with a better interaction with the website and make improvements to the website.
- Also to help us provide, protect, and improve our products, such as by personalizing content, tailoring, and providing a safer experience.

While the cookies that we use may change from time to time as we improve and update our products, we use them for the following purposes:

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<b>PURPOSE</b>	<b>EXPLANATION</b>	<b>INSTANCES</b>
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**Authenticatio  
n**

To verify your account and determine when you're logged in so we can make it easier for you to access our products and show you the appropriate experience and features.

To remember your browser, and thereby enabling the login facility via third-party apps and websites.

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**Security, site  
and product  
integrity**

To help us keep your account, data, and our products safe and secure.

o To identify and impose additional security measures when someone may be attempting to access our account without authorization.

o To combat activity that violates our policies or otherwise degrades our ability to provide our products.

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<b>Site features and services</b>	We use cookies to enable the functionality that helps us provide our products or services.	To help us store preferences, know when you've seen or interacted with the content of our product and provide you with customised content and experiences.
<b>Analytics and research</b>	To better understand how people use our products so that we can improve them.	To understand how people use our service, analyze which parts of our products people find most useful and engaging, and identify features that could be improved.

## **Why do we use cookies?**

Our website uses cookie files to provide you with a better interaction with the website and make improvements to the website.

This helps us build them according to your needs and improve our communication. We provide a list of specific cookie files that we use below.

## **Who can access Cookies?**

When a cookie is created, it is possible to control its visibility by setting its 'root domain'. It will then be accessible to any URL belonging to that root. For example, the root could be set to "https://www.kaleyra.com/" and the cookie would then be available to sites in "https://www.kaleyra.com". This might be used to allow related pages to 'communicate' with each other. It is not possible to set the root domain to 'top-level' domains such as '.com' or '.co.uk' since this would allow widespread access to the cookie.

By default, cookies are visible to all paths in their domains, but at the time of creation they can be restricted to a given subpath – for example,  
<https://www.kaleyra.com/career>

## **When do our cookie files expire?**

Other than strictly necessary cookies, all files used by our website expire no later than 1 year after they are recorded.

## **What happens if you turn off cookie files?**

The consequences of turning off non-necessary cookie files for our website depends on which kind of cookies you turn off.

Your website browsing will not be limited, however, you give up the enhanced experience they might bring you.

Our website foresees the use of add-ons that will let you turn cookies on and off.

## **How can you manage cookies?**

Most browsers allow you to control cookies through their 'settings' preferences.

. Browser manufacturers provide help pages relating to cookie management in their products. Please see below for more information.

- [Google Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Safari \(Desktop\)](#)
- [Safari \(Mobile\)](#)
- [Android Browser](#)
- [Opera](#)
- [Opera Mobile](#)

## Cookie disclosure

The following section explains the types, categories, and purposes of cookies on the Websites.

Non strictly necessary cookies need your express consent to be deployed.

## What types of cookies do we use?

**Session cookies:** These cookies remain in your browser during your browser session only, i.e. until you leave the website.

**Persistent cookies:** These cookies remain in your browser for a set period of time after the browser session (unless deleted by you).

# What Categories of cookies do we use?

PURPOSE	EXPLANATION
<b>Strictly necessary cookie files</b>	<ul style="list-style-type: none"><li>o Required to make our website work correctly and correspond to the website T&amp;C.</li><li>o Include, say, files that allow users to see protected pages of our website, use our shopping cart, and use our billing module.</li></ul>
<b>Performance cookie files</b>	<ul style="list-style-type: none"><li>o To recognize and count the number of viewers and visitors of our website and understand how they browse our website, thereby improving the functionality of our website by, say, making it easier for users to find the information they are looking for.</li></ul>
<b>Functionality cookie files</b>	<ul style="list-style-type: none"><li>o To recognize you when you return to our website. This helps us to refer to you by your name and personalize your website experience based on previously collected preferences (such as language, region, and others)</li></ul>

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**Targeting or  
advertising  
cookie files**

o To record data about your visit to the Kaleyra website, the pages you browsed, and links you clicked on. We need information about your settings and preferences to make sure that advertising on our website corresponds to your interests. We can also share this information with third parties.

## **Disclaimer**

We may update this Cookie Statement from time to time in order to reflect, for example, changes to the cookies we use, or for other operational, legal or regulatory reasons. Please, therefore, re-visit this Cookie Statement regularly to stay informed about our use of cookies and related technologies. For more information relating to cookies, you may contact Kaleyra at [privacy@kaleyra.com](mailto:privacy@kaleyra.com) or at:

**Kaleyra Inc.**, via Marco D'Aviano, 2 – 20131 Milan, Italy.