Cookie Policy

Last updated 29 July 2024



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Cookie Policy

Introduction

Flo Holding Pte Ltd and its wholly-owned subsidiaries Flo Energy Singapore Pte Ltd and Flo Energy Australia Pty Ltd ("**we**", "**us**" or "**our**") uses cookies on our website and mobile application ("**App**") to remember you. They're needed to allow our website and App to function properly, and we also use them to improve your online experience and to help us deliver advertising.

Where any information we collect through cookies qualifies as Personal Data or Personal Information our Privacy Policy (can be downloaded from the Flo Energy website) applies to the collection and use of such Personal Data or Information.

By using our website, we're assuming you're happy with our use of cookies. If you have any questions about it, do get in touch with our Data Protection Officer or Privacy Officer through the contact information provided on our Privacy Policies.

What's a cookie?

Cookies are small text files generated by the website you're viewing. They allow the website to store information as you browse and contain data that is used to make your browsing experience better.

Cookies we use only store information used by your browser. They cannot access any other content on your computer, nor do they create malware or viruses.

How do we use cookies?

Here are some key ways in which we use cookies. We also sometimes allow third parties to place cookies. We've included some examples of who these third parties are below.

<u>To help navigate around our website and App and use its features</u>

- Cookies remember that you're logged in to your account with us.
- Get a quote: they remember information you give us, like your postcode
- Get referral rewards: they remember if you or your friend came through a referral link so you can both receive the referral credit.

<u>To help customise how the website and App works for you</u>

- Preferences: cookies remember your preferences, such as the language you use.
- Website optimisation: we use tools to test different web designs by showing you a version of our website that is different from everyone else's, so we can see which is best.

<u>To help spot problems and improve the experience of our website and App</u>

- We use programs like Google Analytics to help us find out how many people visit our websites, where they came from, what devices they used, which pages they visited, and what information they are searching for.
- Record web sessions: By replaying your journey through our website, it helps us see the website through your eyes and helps our tech team find and fix errors and improve the usability of the website.

<u>To help deliver advertising</u>

- To measure the effectiveness of our advertising campaigns and to tailor our advertising so that they're more relevant to you.
- We share with platforms like Facebook and Google which pages you've visited on our website. So for example, if you've recently logged into your account, we will not show you any "Join Flo" ads, and instead share different content about us.

How do I turn off cookies?

1) Most common browsers enable cookies by default. But you can usually modify your browser or device settings to decline cookies, delete installed cookies or to notify you when you receive a cookie.

2) Blocking cookies may mean that parts of our website, and other websites you visit, may no longer function properly.

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