

Cookie Policy

What Are Cookies

A cookie is a small text file, which often includes a unique identifier, that is stored on your computer. Websites can send cookies to your computer via your web browser if your browser's settings allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. If you continue without changing your settings, we'll assume that you are happy to receive all cookies from Pupil websites. However, you can change your cookie settings at any time (see your web browser Help for information on how to do this).

It is important to note that if you change your settings and block certain cookies, you will not be able to take full advantage of some features of Pupil's websites or Platform.

How does Pupil Use Cookies?

Information recorded in cookies can help us to understand the profile of our visitors and help us to provide you with a better user experience. It also helps us recognise when you are signed in to your Pupil account and to provide a more personalised experience.

Third Party Cookies

In some special cases we use cookies provided by trusted third parties. The following section details which third party cookies you might encounter when using the Pupil Platform.

Google Analytics

Pupil websites use Google Analytics which is a widespread and trusted analytics solution for helping us to understand how you use our Platform and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit. Learn more about [how Google Analytics safeguard your data](#).

New Relic

We use New Relic to monitor the performance of our websites. These cookies may track things such as the pages that you visit and the time it takes for your browser to load our content. [View New Relic's privacy policy](#).

Auth0

We use Auth0 to sign you in to your Pupil account, which helps us to secure our platform and provide you with tailored content. These cookies may track things such as your unique user id. [View auth0's privacy policy](#).

Sentry

We use Sentry to report errors on our Platform. Sentry use cookies to help ensure that errors are captured. [View Sentry's privacy policy](#).

Mixpanel

Mixpanel is another trusted analytics solution for helping us to understand how people use our Platform and ways that we can improve their experience. These cookies may track things such as how long you spend on the site and the pages that you visit. [View Mixpanel's privacy policy](#).

Intercom

Intercom allows us to offer real-time communication and support to our customers via in-app messaging. To enable us to offer the best support these cookies may track pages that you visit on the site. [View Intercom's privacy policy](#).

Google Tag Manager

We use Google Tag Manager to manage the above services in a more efficient and safe way. [Read about how Google complies with data protection laws](#).

Hotjar

We use Hotjar to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not personally identify anyone. [View Hotjar's privacy policy](#).

Other Information

If you have any concerns about the way that we use cookies or respect your settings, then please email hello@pupil.co.