



COOKIE POLICY

Revised June 2025

BACKGROUND:

This website ("Our Site") uses Cookies and similar technologies in order to distinguish you from other users. By using Cookies, We are able to provide you with a better experience and to improve Our Site by better understanding how you use it. Please read this Cookie Policy carefully and ensure that you understand it. Your acceptance of Our Cookie Policy is deemed to occur if you continue using Our Site. If you do not agree to Our Cookie Policy, please stop using Our Site immediately.

1. Definitions and Interpretation

- 1.1 In this Cookie Policy, unless the context otherwise requires, the following expressions have the following meanings:

"Cookie"	means a small file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 and of EU Regulation 2016/679 General Data Protection Regulation ("GDPR");
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data, as defined by EU Regulation 2016/679 General Data Protection Regulation ("GDPR");
"We/Us/Our"	means Roast & Ground Limited, a limited company registered in England under company number 04523314, whose registered address and main trading address is Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ; and
"Our Site"	Means https://roastandground.co.uk and/or https://roastandgrounddirect.co.uk and/or https://shop.roastandground.co.uk/

2. Information About Us

Our Site is owned and operated by Roast & Ground Limited, a limited company registered in England under company number 04523314, whose registered address and main trading address is Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.

Roast & Ground Head Office, Kingston Business Centre
Fullers Way South, Chessington, KT9 1DQ

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Our VAT number is 795384181.

Our Data Protection Officer is Catherine Gray, and can be contacted by email at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at the registered address.

3. How Does Our Site Use Cookies?

Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products and/or services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site for functional purposes. For more details, please refer to section 4 below.

All Cookies used by and on Our Site are used in accordance with current Cookie Law. We may use some or all of the following types of Cookie:

(i) Essential Website Cookies

These cookies are strictly necessary to provide you with services available through our websites and are necessary for our website to function properly. Because these cookies are essential to operate our websites, you are unable to opt out of these cookies.

(ii) Analytics Cookies

These cookies collect information that is used either, in aggregate form to help us understand how our websites are being used, provide information on how effective our marketing campaigns are, or to help us customize our websites for you.

(iii) Functionality Cookies

Functionality Cookies enable Us to provide additional functions to you on Our Site such as personalization and remembering your saved preferences. Some functionality Cookies may also be strictly necessary Cookies, but not all necessarily fall into that category.

(iv) Targeting Cookies

It is important for Us to know when and how often you visit Our Site, and which parts of it you have used (including which pages you have visited and which links you have visited). As with analytics Cookies, this information helps us to better understand you and, in turn, to make Our Site and advertising more relevant to your interests. Some information gathered by targeting Cookies may also be shared with third parties.

(v) Third Party Cookies

Third party Cookies are not placed by Us; instead, they are placed by third parties that

provide services to Us and/or to you. Third party Cookies may be used by advertising services to serve up tailored advertising to you on Our Site, or by third parties providing analytics services to Us (these Cookies will work in the same way as analytics Cookies described above).

(vi) Persistent Cookies

Any of the above types of Cookie may be a persistent Cookie. Persistent Cookies are those which remain on your computer or device for a predetermined period and are activated each time you visit Our Site.

(vii) Session Cookies

Any of the above types of Cookie may be a session Cookie. Session Cookies are temporary and only remain on your computer or device from the point at which you visit Our Site until you close your browser. Session Cookies are deleted when you close your browser.

Cookies on Our Site are not permanent and will expire in the timescales set out below.

For more details of the personal data that We collect and use, the measures we have in place to protect personal data, your legal rights, and our legal obligations, please refer to our Privacy Policy.

For more specific details of the Cookies that We use, please refer to the table below.

4. What Cookies Does Our Site Use?

The following third-party Cookies may be placed on your computer or device (Cookie descriptions have been copied directly from the relevant sites i.e. HubSpot, Opencart and Google, to whom they are attributed and tenses and subjects shall be read accordingly):

HubSpot Cookies (www.roastandground.co.uk)

Last Modified: February 4, 2025

Our site <http://www.roastandground.co.uk> is hosted on HubSpot. HubSpot is committed to privacy and protecting individual rights on the internet. HubSpot sets a number of cookies when a visitor lands on our website. We use cookies for several reasons. Some cookies are required for technical reasons in order for our websites to operate properly, others enable us to perform analytics, provide different functionality or engage in targeted marketing. If you're a visitor to our site the cookies below may be set on your browser, depending on the site's set up. You can learn more about the cookies on this link <https://knowledge.hubspot.com/reports/what-cookies-does-hubspot-set-in-a-visitor-s-browser>

Essential/necessary cookies

These are essential cookies that do not require consent.

__cfuid

This cookie is set by HubSpot's CDN provider because of their rate limiting policies. It expires

at the end of the session. Learn more about Cloudflare cookies.

__cfuid

This cookie is set by HubSpot's CDN provider because of their rate limiting policies. It expires at the end of the session. Learn more about Cloudflare cookies.

__cf_bm

This cookie is set by HubSpot's CDN provider and is a necessary cookie for bot protection. It expires in 30 minutes. Learn more about Cloudflare cookies.

__hs_opt_out

This cookie is used by the opt-in privacy policy to remember not to ask the visitor to accept cookies again. This cookie is set when you give visitors the choice to opt out of cookies. It contains the string "yes" or "no". It expires in 6 months.

__hs_do_not_track

This cookie can be set to prevent the tracking code from sending any information to HubSpot. It contains the string "yes". It expires in 6 months.

__hs_initial_opt_in

This cookie is used to prevent the banner from always displaying when visitors are browsing in strict mode. It contains the string "yes" or "no". It expires in seven days.

__hs_cookie_cat_pref

This cookie is used to record the categories a visitor consented to. It contains data on the consented categories. It expires in 6 months.

__hs_gpc_banner_dismiss

This cookie is used when the Global Privacy Control banner is dismissed. It contains the string "yes" or "no". It expires in 180 days.

__hs_notify_banner_dismiss

This cookie is used when the website uses a Notify consent banner type. It contains a boolean value of True. It expires in 180 days.

__hs_ab_test

This cookie is used to consistently serve visitors the same version of an A/B test page they've seen before. It contains the id of the A/B test page and the id of the variation that was chosen for the visitor. It expires at the end of the session.

__hs-messages-is-open

This cookie is used to determine and save whether the chat widget is open for future visits. It is set in your visitor's browser when they start a new chat, and resets to re-close the widget after 30 minutes of inactivity. If your visitor manually closes the chat widget, it will prevent the widget from re-opening on subsequent page loads in that browser session for 30 minutes. It contains a boolean value of True if present. It expires in 30 minutes.



hs-messages-hide-welcome-message

This cookie is used to prevent the chat widget welcome message from appearing again for one day after it is dismissed. It contains a boolean value of True or False. It expires in one day.

__hsmem

This cookie is set when visitors log in to a HubSpot-hosted site. It contains encrypted data that identifies the membership user when they are currently logged in. It expires in seven days.

hs-membership-csrf

This cookie is used to ensure that content membership logins cannot be forged. It contains a random string of letters and numbers used to verify that a membership login is authentic. It expires at the end of the session.

hs.superstore.laboratory.

It contains an offline cache of cohorts that a user got assigned for HubSpot Product experiments. It doesn't contain personal identifiable information or information that can identify your device or hardware. HubSpot experiments are anonymous and aren't attached to user sessions. However, if tracking consent is given, specific experiments might be tied to identifiable user sessions. The individual contents of this storage entry expire automatically upon specific dates determined by HubSpot Product. Often, these are 48 hours. It can't be manually removed and is automatically created whenever conditions are met.

<id>_key

When visiting a password-protected page, this cookie is set so future visits to the page from the same browser do not require login again. The cookie name is unique for each password-protected page. It contains an encrypted version of the password so future visits to the page will not require the password again. It expires in 14 days.

Analytical cookies

These are non-essential cookies controlled by the cookie banner. If you're a visitor to a site supported by HubSpot, you can opt out of these cookies by not giving consent.

__hmpl and hublytics_events_53

This browser storage entry is used by HubSpot Product to temporarily store tracking events created by HubSpot Product until they get dispatched over the network. It's stored either on the Browser's Session Storage or Local Storage based on the presence or lack of tracking consent. When tracking consent isn't given, this cookie stays within the current browser session and expires at the end of the session. This "cookie" will remain empty and not store anything. It contains metadata regarding tracking events that HubSpot collects throughout the user's journey at HubSpot. It doesn't contain personal identifiable information or information that can identify your device or hardware. It can't be manually removed and is automatically created whenever conditions are met.

__hstc

The main cookie for tracking visitors. It contains the domain, hubspotutk, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session). It expires in 6 months.

hubspotutk

This cookie keeps track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts. It contains an opaque GUID to represent the current visitor. It expires in 6 months.

__hssc

This cookie keeps track of sessions. This is used to determine if HubSpot should increment the session number and timestamps in the

__hstc cookie.

It contains the domain, view Count (increments each page View in a session), and session start timestamp. It expires in 30 minutes.

__hssrc

Whenever HubSpot changes the session cookie, this cookie is also set to determine if the visitor has restarted their browser. If this cookie does not exist when HubSpot manages cookies, it is considered a new session. It contains the value "1" when present. It expires at the end of the session.

Platform and Payment Cookies (OpenCart and Stripe) (www.shop.roastandground.co.uk)

Our Roast & Ground online shop uses the **OpenCart** platform for e-commerce and **Stripe** as our secure payment gateway. Both systems set cookies on your device to ensure smooth functionality, security, and an optimal shopping experience. These cookies are essential for operations such as browsing, shopping cart management, language and currency selection, and payment processing.

OpenCart Cookies

OpenCart sets the following cookies to support shopping experience and personalisation:

Cookie Name	Purpose	Type	Duration
PHPSESSID	Stores your session ID to maintain login state, cart contents, and checkout progress.	Strictly Necessary	Session (until browser is closed)
currency	Saves the currency preference for product pricing display.	Functional	30 days
language	Saves the selected language preference.	Functional	30 days
tracking	Used by the OpenCart affiliate system to track referrals from partner links.	Functional / Marketing	30 days

Stripe Cookies

Stripe provides secure payment processing. The following cookies may be set during checkout or other interactions with Stripe elements:

Cookie Name	Purpose	Type	Duration
__stripe_mid	Identifies the user and supports secure transaction handling and fraud prevention.	Strictly Necessary / Functional	1 year
__stripe_sid	Tracks user session during payment to verify identity and prevent fraud.	Strictly Necessary / Functional	30 minutes
m	Enables Stripe's device fingerprinting technology to prevent fraudulent payments.	Strictly Necessary	2 years

Additional Notes

- (i) These cookies are required for essential site functionality. Blocking them may prevent you from adding products to your cart, logging into your account, or completing a payment.
- (ii) Stripe is a third-party services, and their cookies are governed by their own privacy and cookie policies:
 - Stripe Privacy: <https://stripe.com/gb/privacy>
 - Stripe Cookie Policy: <https://stripe.com/cookies-policy/legal>

You can manage your cookie preferences via your browser settings. For general information on controlling cookies, see Section 6 of this policy.

Google Cookies

__Utma

This is the main way Google Analytics tracks unique visitors. Stored in this cookie is a unique visitor ID, the date and time of their first visit, the time their current visit started and the total number of visits they have made. The __utma cookie is a persistent cookie that expires in two years. With each new visit, the expiration date is refreshed.

__utmb

This is how Google Analytics decides whether a visit has timed out and also how deep a visit has gotten. It stores the number of pageviews in the current visit and the start time of the visitor's current visit. The __utmb cookie is a persistent cookie that expires in 30 minutes. Each pageview refreshes it.

__utmc

The __utmc cookie is the only session cookie used by Google Analytics. Its only purpose is to register that the visit ended if the browser gets closed.

__utmz

This is the traffic source cookie. It contains all of the traffic source information for the current visit, if it was different from the previous visit. If no traffic source information can be found for the current visit, the cookie is not changed. This is the way that Google Analytics attributes visit information, including conversions and transactions to a traffic source. It does not contain historical information for previous sources. This is a persistent

cookie with a catch: it expires in six months and is only refreshed when the traffic source changes. Every other cookie is refreshed with each pageview. The impact of this is that a banner ad that brings a visitor to your site will get the credit for all future direct visits for up to six months. After six months, if there have not been visits from any other source, the cookie will expire and start to attribute information to direct visits.

__utmv

This is the user-defined variable cookie. Developers can segment visitors by custom variables by calling a native JavaScript method. This new variable gets stored in a persistent cookie which expires in two years.

5. **Consent and Control**

When you visit Our Site cookies may be placed on your computer or device. By visiting Our Site you are giving your consent to the placing of Cookies and you are enabling Us to provide the best possible experience and service to you.

In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

The links below provide instructions on how to control Cookies in all mainstream browsers:

- (i) Google Chrome: <https://support.google.com/chrome>
- (ii) Microsoft Internet Explorer: <https://support.microsoft.com/en-us>
- (iii) Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
- (iv) Safari(macOS):<https://support.apple.com/en-gb/guide/safari>
- (v) Safari (iOS): <https://support.apple.com/en-gb/HT201265>
- (vi) Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>



(vii) Android <https://support.google.com/chrome/answer/95647?co=GENIE.Platform> (Please refer to your device's documentation for manufacturers' own browsers)

6. **Changes to this Cookie Policy**

We may alter this Cookie Policy at any time. Any such changes will become binding on you on your first use of Our Site after the changes have been made. You are therefore advised to check this page from time to time.

In the event of any conflict between the current version of this Cookie Policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

7. **Further Information**

If you would like to know more about how We use Cookies, please contact Us at Catherine.gray@roastandground.co.uk, by telephone on 020 8397 8676, or by post at Unit 6 Kingston Business Centre, Fullers Way South, Chessington, KT9 1DQ.

For more information about privacy, data protection and our terms and conditions, please click the applicable links on our website.

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