

COOKIE POLICY

Last updated: 11/07/2026

1. Introduction

This Cookie Policy explains how **FEDAFONE LTD**, trading under the brand name **fedafone**, uses cookies and similar technologies when you visit or use our website.

This Policy should be read together with our Privacy Policy.

Our website is operated by:

FEDAFONE LTD

Company number: 15111795
2nd Floor, College House
17 King Edwards Road
Ruislip, HA4 7AE
United Kingdom

Email: hello@fedafone.com

Website: www.fedafone.com

2. What Are Cookies?

Cookies are small text files or identifiers that a website stores on, or accesses from, your computer, mobile device or other terminal equipment.

Cookies and similar technologies can be used to:

- enable essential website functions;
- keep you signed in;
- remember your preferences;
- protect accounts and transactions;
- understand how visitors use the website;
- identify technical errors;
- improve website performance and usability.

Similar technologies may include:

- local storage;
- session storage;
- pixels;
- tags;
- scripts;
- software-development-kit identifiers;
- device identifiers;
- other technologies that store or access information on your device.

3. First-Party and Third-Party Cookies

3.1. First-party cookies

First-party cookies are set directly by fedafone or through the fedafone domain.

They may be used for:

- authentication;
- session management;
- account security;
- shopping and checkout functionality;
- language and regional preferences;
- remembering cookie choices.

3.2. Third-party cookies

Third-party cookies and similar technologies are set or operated by third-party service providers whose services are integrated into our website.

These providers may include:

- Yandex Metrica;
- Google Analytics;
- Chatra;
- Stripe;
- other payment, security or infrastructure providers.

Third parties may process information in accordance with their own privacy and cookie documentation.

4. Categories of Cookies We Use

4.1. Strictly necessary cookies

These cookies and similar technologies are required for the website and Services to function.

They may be used to:

- register and authenticate users;
- maintain login sessions;
- protect accounts;
- secure forms and transactions;
- prevent fraud and abuse;
- remember privacy and cookie choices;
- enable the shopping and checkout process;
- provide Services expressly requested by the user.

Strictly necessary cookies cannot normally be disabled through our cookie preference tool because the website may not function correctly without them.

However, you may be able to block them through your browser. Doing so may prevent you from registering, signing in, purchasing an eSIM or using other important functions.

4.2. Functional cookies

Functional cookies allow the website to remember optional choices and preferences.

They may be used to remember:

- preferred language;
- country or region;
- interface preferences;
- selected display settings;
- support-chat preferences.

Where applicable, functional cookies are used only after consent or where their use is necessary to provide a function expressly requested by the user.

4.3. Analytics cookies

Analytics cookies help us understand how visitors use our website.

They may be used to collect information about:

- pages visited;
- time spent on pages;
- traffic sources;
- browser and device type;
- operating system;
- approximate location;
- clicks and navigation;
- scrolling and page interactions;
- technical errors;
- website performance.

We use analytics information to:

- measure website usage;
- improve navigation and content;
- identify technical problems;
- understand which Services are useful to users;
- prepare statistical reports.

We use analytics cookies and similar technologies only in accordance with the choices made through our cookie consent tool.

4.4. Marketing cookies

We do not currently use cookies for personalised advertising or cross-site behavioural advertising unless this is specifically disclosed through our cookie banner or cookie settings.

If marketing cookies are introduced in the future, they will not be activated until the user provides the required consent.

5. **Yandex Metrica**

We use **Yandex Metrica** to analyse how visitors use the fedafone website.

Yandex Metrica is used on all language versions of our website.

Subject to your consent, Yandex Metrica may collect or generate information such as:

- cookie and visitor identifiers;
- IP address;
- approximate geographical location;
- browser type and version;
- device and operating-system information;
- visited pages;
- referring website or traffic source;
- date, time and duration of visits;
- clicks, scrolling and navigation;
- interaction with page elements;
- technical and diagnostic data.

We use this information to understand website performance, identify usability issues and improve our Services.

Yandex requires website operators using Metrica to inform visitors about its use and about cookies, and provides a data-processing agreement for Metrica users.

Yandex Metrica is not intended to be activated before the required cookie consent has been obtained.

Information processed through Yandex Metrica may be transferred or accessed outside the United Kingdom or European Economic Area. Details of international transfers are provided in our Privacy Policy.

6. **Google Analytics**

We use **Google Analytics** on all language versions of the website except the Russian-language version.

Subject to your consent, Google Analytics may process:

- a client identifier;
- cookie identifiers;
- IP address and approximate location;
- browser and device information;
- operating system;
- traffic source;

- pages viewed;
- session information;
- date and duration of visits;
- interaction and technical-event data.

We may use Google Consent Mode to communicate the consent choices selected through our cookie banner to Google.

Where analytics consent is denied, we configure Google Analytics in accordance with the consent settings selected by the user.

Google Analytics data-retention settings are configured through the relevant Google Analytics property. Google provides controls that allow customers to configure retention periods for Analytics data.

7. **Chatra**

We use **Chatra** to provide live-chat and technical-support functionality on our website and mobile application.

Chatra may use cookies, local storage or similar technologies to:

- enable the chat widget;
- maintain a support session;
- identify an ongoing conversation;
- remember chat history;
- display messages;
- allow a user to continue a previous conversation;
- support automatic or targeted chat messages;
- collect contact information when a user chooses to provide it.

Users may initially contact us through Chatra without providing an email address.

If the user does not provide an email address, the ability to preserve or reconnect the conversation may be limited.

Chatra states that its services process information needed to provide live chat and that its privacy and GDPR documentation describes its collection and processing practices.

Some Chatra technologies may be treated as strictly necessary where they are required to provide a chat function expressly requested by the user. Other non-essential Chatra technologies will be controlled through the cookie consent settings where applicable.

8. **Stripe and Payment Technologies**

We use **Stripe** to process card payments.

When you proceed to payment, Stripe may use cookies and similar technologies for:

- payment processing;
- fraud prevention;
- authentication;
- security;
- transaction integrity;
- regulatory compliance.

Some payment and fraud-prevention technologies may be strictly necessary to complete a payment or protect the transaction.

Stripe may also process information independently under its own privacy and cookie documentation.

We do not control all cookies or technologies used on Stripe-hosted pages or payment interfaces.

9. **Cryptocurrency Payments**

Where cryptocurrency payment options are available, the relevant payment provider may use cookies or similar technologies for:

- payment-session management;
- transaction verification;
- fraud prevention;
- security;
- compliance checks;
- payment confirmation.

The identity of the relevant provider will be displayed during the payment process or made available through the applicable payment interface.

Cookies set directly by an independent cryptocurrency payment provider are governed by that provider's own documentation.

10. **Cookie Consent**

When you first visit our website, you may be shown a cookie banner or preference centre.

Depending on the version of the website and applicable law, you may be offered the following choices:

- **Accept all**
- **Reject optional cookies**
- **Manage preferences**

You can use the preference centre to choose which optional cookie categories you permit.

Strictly necessary cookies may remain active because they are required to operate the website or provide a service requested by you.

Analytics and other optional cookies are not intended to be activated until the appropriate consent has been obtained.

Consent must be freely given, specific, informed and capable of being withdrawn. The ICO requires users to receive clear and comprehensive information about the requested consent and available choices.

11. Changing or Withdrawing Consent

You may change or withdraw your cookie consent at any time through the **Cookie Settings** link available on our website.

Withdrawing consent does not affect the lawfulness of processing that occurred before withdrawal.

After consent is withdrawn:

- optional cookies should no longer be set;
- relevant optional scripts should be disabled;
- existing cookies may remain on the device until they expire or are removed;
- you may delete existing cookies through your browser settings.

The website should remain available when optional cookies are rejected, although certain optional features may be limited.

12. Browser Settings

Most browsers allow you to:

- view cookies;
- delete cookies;
- block all cookies;
- block third-party cookies;
- receive a warning before a cookie is set;
- clear local storage and site data.

The exact settings depend on your browser and device.

Blocking all cookies may prevent important parts of the fedafone website from working, including:

- Account registration;
- login;
- session management;
- checkout;
- payment;
- security features;
- customer-support functionality.

13.**Cookie Retention**

Cookies may be:

Session cookies

Session cookies normally expire when you close your browser.

Persistent cookies

Persistent cookies remain on your device until:

- their expiry date;
- you delete them;
- your browser removes them;
- they are replaced or withdrawn through consent settings.

The duration of third-party cookies is determined partly by the relevant provider and its configuration.

We aim to configure optional cookies for no longer than reasonably necessary for their stated purpose.

14.**Cookie Table**

The following table describes the main types of cookies and similar technologies that may be used.

The exact cookie names may vary depending on configuration, domain, language, browser and provider updates.

Provider	Cookie or	Category	Purpose	Typical duration
fedafone	Session and authentication identifiers	Strictly necessary	Login, session management and Account security	Session or limited persistent period
fedafone	Cookie-consent record	Strictly necessary	Stores the user's cookie preferences	Usually 6–12 months
fedafone	Language or region preference	Functional	Remembers language or regional settings	Session or limited persistent period
Yandex Metrica	Yandex analytics identifiers	Analytics	Website statistics, interaction analysis and diagnostics	According to Yandex configuration
Google Analytics	_ga	Analytics	Distinguishes users and sessions	According to Google configuration and browser limits
Google Analytics	_ga_<container-id>	Analytics	Maintains session state for a Google Analytics property	According to Google configuration

Chatra	Chat session and visitor identifiers	Necessary or functional	Enables live chat and conversation continuity	According to Chatra configuration
Stripe	Payment and fraud-prevention technologies	Strictly necessary	Secure payments, authentication and fraud prevention	According to Stripe configuration
Cryptocurrency provider	Payment-session technologies	Strictly necessary	Payment processing and verification	According to provider configuration

15. International Transfers

Some providers that use cookies or similar technologies may process information outside the United Kingdom or European Economic Area.

These providers may include:

- Yandex;
- Google;
- Chatra;
- Stripe;
- cryptocurrency payment providers.

Where applicable, international transfers are handled in accordance with the safeguards described in our Privacy Policy.

16. Personal Data

Some cookie and device information may constitute personal data, including:

- IP addresses;
- cookie identifiers;
- device identifiers;
- Account-linked session identifiers;
- online behaviour information.

Where cookie information is personal data, we process it in accordance with our Privacy Policy and applicable data-protection law.

17. Updates to This Cookie Policy

We may update this Cookie Policy when:

- we introduce new technologies;
- we change analytics or support providers;
- cookie names or durations change;
- legal requirements change;

- our website or Services change.

The latest version will be published on our website and will show the date on which it was last updated.

Material changes may also be communicated through the cookie banner, preference centre or another appropriate notice.

18. Contact Us

For questions about this Cookie Policy or our use of cookies, contact:

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17 King Edwards Road

Ruislip, HA4 7AE

United Kingdom

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