Cookie policy

Cookies are small text files that are stored on your computer or device when you visit our website, INSIFR.com. When you return to the site, your browser retrieves these cookies so we can recognize you as a returning visitor.

Why do we use cookies?

We use cookies to gain insights into how our website is used and to improve its functionality. Cookies also help us keep the website fast and secure. Additionally, cookies may be used – by us or by third parties – to show you advertisements that match your interests. You can find a detailed overview of the cookies we use and their specific purposes below.

Which cookies do we use?

We use cookies on our website to enhance functionality, recognize returning users, and gain insights into how our site is used. Below is a summary of the cookies we use, what they are for, and how long they remain active:

(i) _ga (Google Analytics)

This cookie helps us distinguish between different users. It allows us to collect anonymous statistics about how our website is used. The storage period is 24 months. Users who prefer not to be tracked can opt out via this plugin: https://tools.google.com/dlpage/gaoptout.

(ii) *ga* (Google Analytics)

This cookie is used to maintain session state, such as measuring how long someone stays on the website. It remains active for up to 24 months and can also be disabled using the opt-out plugin mentioned above.

(iii) intercom-id-[app_id] (Intercom)

This cookie assigns a unique identifier to anonymous visitors who use the chat feature. It helps link ongoing or previous interactions to the same visitor. It remains active for 9 months.

(iv) intercom-session-[app_id] (Intercom)

This session cookie identifies individual browser sessions and is renewed with each new interaction. Users retain access to their conversations for up to one week unless the session is actively ended (e.g., by logging out).

(v) intercom-device-id-[app_id] (Intercom)

This cookie identifies each unique device that interacts with the chat function. It is used to help prevent abuse and to maintain a consistent user experience across sessions. It is extended with each interaction and is valid for up to 9 months.

(vi) Matomo Analytics

Matomo is a privacy-focused alternative to Google Analytics. Its cookies store data about visitors across sessions. However, it is also possible to use Matomo without cookies—this offers less detailed analytics but respects privacy even more. The default storage period is 24 months.

Can I delete cookies?

Yes, you can remove cookies at any time through your internet browser settings. If you prefer not to receive cookies, you can adjust your browser settings to block them. Please note that some features or services on our website may not work properly without cookies.

Your rights

As a data subject, you have the right to access your personal data, request corrections, or ask for your data to be deleted. You may also request that we limit the processing of your data or transfer it to another controller.

To exercise any of these rights, please contact us using the contact details provided at the end of this Cookie Statement. To prevent misuse, we may ask you to verify your identity.
You can also withdraw your consent for the use of cookies at any time. From that moment on, we will stop placing those cookies on your device. Please note that this does not affect the legality of any data processing that occurred before you withdrew your consent.

If you believe your personal data is being processed unlawfully, you have the right to file a complaint with the Dutch Data Protection Authority.

Changes to this Cookie Statement

This Cookie Statement may be updated occasionally. The most recent version will always apply. We recommend reviewing this page regularly to stay informed of any changes.

Contact details

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Governing version

In case of discrepancies or uncertainty, the Dutch version of this document shall prevail.