

Cookie policy

How Silktide uses cookies on this site and in the Silktide platform, and how to control them.

In effect: September 22, 2026 – present

<https://silktide.com/legal/cookie-policy/>

Cookie Policy

We use cookies on our Site and in the Services to distinguish you from other users of our Site and Services. This helps us to provide you with a good experience when you browse our Site and also allows us to improve the Site and Services.

What are cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the Site. Cookies can be “persistent” or “session” cookies.

We use persistent cookies and session cookies.

Persistent Cookies

A persistent cookie is stored on a user’s device in between browser sessions which allows the preferences or actions of a user across the Site (or in some cases across different websites) to be remembered. We use persistent cookies to save your login information for future logins to the Site or Services.

Session Cookies

A session cookie allows the Site or Services to link your actions during a browser session. We use session cookies to enable certain features of the Site or Services, to better understand how you interact with the Site or Services and to monitor aggregate usage by users and web traffic routing on the Site. Unlike persistent cookies, session cookies are deleted from your computer when you log off from the Site or Services and then close your browser.

Which cookies we use and why

The table below explains the cookies we use and why we use each of them.

Necessary Cookies (1)

Name	Provider	Purpose	Lifespan
PHPSESSID	silktide.com	Store PHP session information	Session

Analytics Cookies (2)

With these cookies we count visits and traffic sources to help improve the performance of our Sites through metrics. These cookies show us which pages on our Sites are the most and the least popular, and how users navigate our Sites. The information collected is aggregated and contains no personally identifiable information. If you block these cookies, then we will not know when you have visited our Sites.

Name	Provider	Purpose	Lifespan
fs_intercom	app.eu.silktide.com	FullStory Intercom chat	30 days
fs_uid	app.eu.silktide.com	FullStory session information	1 year
fs_intercom	app.us.silktide.com	FullStory Intercom chat	30 days
fs_uid	app.us.silktide.com	FullStory session information	1 year

Unclassified Cookies (1)

Unclassified cookies are cookies that we are in the process of classifying, together with the providers of individual cookies.

Name	Provider	Purpose	Lifespan
intercom-session-fzbqnrme	app.eu.silktide.com	Intercom chat widget	30 days
intercom-session-fzbqnrme	app.us.silktide.com	Intercom chat widget	30 days
intercom-session-fzbqnrme	help.silktide.com	Intercom chat widget	30 days

You can set up your browser options, to stop your computer accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use the whole of the Site or all functionality of the Services.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Updates to this Cookie Policy

This Cookie Policy may change and therefore you should review it regularly. We will of course notify you of any changes where we are required to do so.

Dated 6th December 2022

Contact

If you have any questions about this Cookie Policy, please write to us by email to support@silktide.com or by post to Silktide Limited, Wework, 55 Colmore Row, Birmingham, England, B3 2AA.