Cookie Policy

ION Science, ION SENSE and Distributor Portal services

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Version: 1.0

Document owner: ION Science Ltd

1 About this policy

ION Science Ltd uses cookies and similar technologies on ionscience.com, ionsense.com and the restricted ION Science Distributor Portal. This policy explains why we use them and how you can manage your choices. The tools and settings can vary by service.

2 Why we use cookies

Cookies are small files stored on your device. We also use similar technologies, such as tags, pixels and local storage. They can be set by us or by third-party services we use.

Category	Purpose	Consent
Strictly necessary	Required for core operation, security, network management and recording your privacy choices.	Always active where legally exempt from consent.
Functional	Supports optional features and remembers choices that improve how the website works for you.	Used only when you consent, unless a specific exemption applies.
Analytics	Helps us understand visits, interactions and website performance so that we can improve the website.	Used only when you consent where consent is required.
Advertising	Measures campaigns or supports advertising and remarketing where these activities are used.	Used only when you consent where consent is required.

3 How to manage your choices

We use CookieYes on ionscience.com, ionsense.com and the Distributor Portal. Use the CookieYes banner on the service you are visiting to accept or reject optional cookies or choose individual categories. Reopen the cookie settings at any time to change your choices or withdraw consent. On ionscience.com, the banner can be reopened from any page and optional cookies are set only after you choose to allow them.

You can also delete or block cookies in your browser. If you clear the cookie that remembers your choice, you may be asked to choose again when you next visit. Blocking necessary cookies can affect features such as secure sign-in.

Where required by law, we recognise browser privacy signals such as Global Privacy Control.

4 Cookie details

Open the CookieYes preference centre on the service you are visiting to see its cookie details, including what the cookies do, who provides them and how long they last.

5 How we measure website use

Google Analytics 4. We use GA4 on ionscience.com to understand visits, navigation and interactions. CookieYes passes your choices to Google tags managed through Google Tag Manager. We use Advanced Consent Mode.

When analytics consent is absent or refused, Google tags may still send limited signals without analytics cookies, such as your consent status and basic information about the visit. Google may use those signals to model website activity.

Cognidox documents. We may use GA4 to measure interactions with links to public documents hosted by Cognidox, such as clicks on a download link. A click shows that someone selected the link. It does not confirm that the download finished. We use this information to report overall engagement with documents.

HubSpot. We use HubSpot forms to receive information you choose to submit and may use HubSpot analytics to understand visits and interactions. Optional HubSpot tracking is subject to your cookie choices. If you identify yourself, for example by submitting a form, website activity collected with your permission may be linked to your HubSpot contact record.

6 Distributor Portal

The portal uses cookies to sign in authorised users, maintain secure sessions and protect the service. HubSpot is also used on the portal. Where the portal records activity such as resources accessed while signed in, that activity may be linked to your account. See our Privacy Policy for how we use portal account and activity information.

7 How long we keep information

Cookie lifetimes are shown in the relevant cookie information. We keep cookie choice records for 12 months. GA4 user and event data follow the retention period configured for the relevant property. We may keep anonymised summary statistics for longer. See our Personal Information Retention Schedule for other records, including portal activity and form submissions.

8 More information

Our Privacy Policy explains how we use personal information, how we protect it when it is transferred internationally and how to exercise your rights.

If you have questions about this policy, email privacy@ionscience.com or call +44 (0) 1763 208503.

Revision history

Revision	Description of change	Dated
V1.0	Reformatted using the IMS controlled-document template and incorporated confirmed Cognidox cookie details.	23/09/2026