

Coin Bridge AG DBA. KAI

Zug, Switzerland | VQF-Regulated VASP

Cookie Notice

CN-POL-01 | Version 1.2

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1. Introduction

This Cookie Notice sets out how Coin Bridge AG (“We”, “Our”, “Us”, “Kai”) uses cookies on our users’ (“You”, “User”) website(s) and mobile application (collectively, the “Platform”).

Coin Bridge AG is a Virtual Asset Service Provider (VASP) incorporated in the Canton of Zug, Switzerland, and regulated under membership of the Association Romande des Intermédiaires Financiers (VQF), a self-regulatory organisation (SRO) recognised by the Swiss Financial Market Supervisory Authority (FINMA). Coin Bridge AG processes personal data in accordance with the Swiss Federal Act on Data Protection (nFADP; SR 235.1) and applicable FDPIC guidance.

2. About Cookies

Cookies are small, text-based files that are stored locally on your browser or device to enable a wide range of functions. They help us to remember details about your visit, making it easier for you to return and enjoy a more personalised and useful experience.

When you accept cookies on our Platform, we download this small file onto your device, which assists us in providing the best possible service to you. However, not all cookies are optional — some are strictly necessary for access to and operation of the Platform.

3. How Do We Use Cookies?

Below is an explanation of the types and functions of cookies we use:

Functional Cookies

These cookies make our Platform work properly and remember your preferences. They:

- Store choices such as language or display settings;
- Keep session information, including pending trades;
- Help run the features you request; and
- Improve product performance and reliability.

Security Cookies

These necessary cookies are used to keep your account and data safe. They:

- Authenticate users and block unauthorised access;
- Help prevent spam, fraud, and abuse; and
- Track service outages and help identify potential causes.

Analytics Cookies

These cookies help us understand how you use our services and Platform. They:

- Measure site traffic and user engagement; and
- Improve service design and content quality.

Marketing and Advertising Cookies

These cookies display and help measure advertisements and marketing performance on our Platform. They:

- Display personalised or general advertisements;
- Limit how often you see the same advertisements; and
- Measure advertisement performance and conversion rates.

Personalisation Cookies

These cookies are used to tailor your experience and recommendations. They:

- Show relevant content and search results;
- Customise suggestions and recommendations; and
- May use your location (if enabled by you).

Even if you disable personalisation cookies, some features may still adapt based on your language, device type, or location.

4. Cookie Log

The table below lists some of the cookies we use, their categories, their functions, and whether they are first-party or third-party cookies. This is not an exhaustive list. If you have any specific enquiry about any listed or unlisted cookie discovered on our Platform, please contact our Data Protection Officer at privacy@Kai.xyz.

Cookie	Domain	Description	Processor	Duration	Type
YSC	youtube.com	Set by YouTube to track views of embedded videos.	Third Party	Session	Analytics
VISITOR_INFO1_LIVE	youtube.com	Set by YouTube to measure bandwidth and determine player interface version.	Third Party	6 months	Functional
VISITOR_PRIVACY_METADATA	youtube.com	Set by YouTube to store cookie consent state for the current domain.	Third Party	6 months	Necessary
__Secure-ROLLOUT_TOKEN	youtube.com	YouTube rollout token cookie.	Third Party	6 months	Other
__cf_bm.kai	zendesk.com	Set by Cloudflare to support Bot	Third Party	1 Hour	Necessary

Cookie	Domain	Description	Processor	Duration	Type
		Management			
_cfuvid.kai	zendesk.com	Set by Cloudflare to track sessions and maintain consistency.	Third Party	Session	Necessary
_cfuvid.cdn	webflow.com	Set by Cloudflare to track sessions and optimise user experience.	Third Party	Session	Necessary
__Secure-YEC	youtube.com	YouTube encrypted cookie.	Third Party	Past	Other
ZD-suid	Kai.xyz	Zendesk support user identifier.	First Party	Never	Other
kai.clientId	Kai.xyz	Platform client identifier cookie.	First Party	Never	Other
ZD-buid	Kai.xyz	Zendesk browser user identifier.	First Party	Never	Other
yt.innertube::nextId	youtube.com	Registers a unique ID to store data on YouTube videos the user has viewed.	Third Party	Never	Advertisement
yt-remote-connected-devices	youtube.com	Stores video preferences of the user using embedded YouTube video.	Third Party	Never	Functional
ytidb::LAST_RESULT_ENTRY_KEY	youtube.com	Stores the last YouTube search result entry clicked by the user to improve future search results.	Third Party	Never	Functional
yt.innertube::requests	youtube.com	Registers a unique ID to store data on YouTube videos the	Third Party	Never	Advertisement

Cookie	Domain	Description	Processor	Duration	Type
		user has viewed.			
yt-remote-device-id	youtube.com	Stores video preferences of the user using embedded YouTube video.	Third Party	Never	Functional
yt-remote-session-name	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Third Party	Session	Functional
yt-remote-fast-check-period	youtube.com	Stores the user's video player preferences for embedded YouTube videos.	Third Party	Session	Functional
yt-remote-session-app	youtube.com	Stores user preferences and information about the embedded YouTube video player interface.	Third Party	Session	Functional
yt-remote-cast-available	youtube.com	Stores whether casting is available on the user's YouTube video player.	Third Party	Session	Functional
yt-remote-cast-installed	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Third Party	Session	Functional

5. Cookie Management

Ultimately, the choice of whether to accept optional cookies is yours. However, declining optional cookies may materially affect the quality of the service available to you on our Platform. Below are steps you may take to manage cookies on your devices:

Browser Settings

On most browsers, you can control how cookies are stored and used during your browsing session. You can also delete cookies and clear your browsing data at any time. For instance, in Google Chrome, you can manage these settings at <chrome://settings/cookies> to:

- Delete existing cookies;
- Allow or block cookies entirely; and
- Set cookie preferences for specific websites.

Chrome also offers Incognito mode, which automatically clears cookies and browsing history from those private windows once you close them.

Other Applications

You can control how device identifiers and similar technologies are used to recognise your device or application activity. For instance, you can manage the Advertising ID on Android or Apple's Advertising Identifier (IDFA) in your device's privacy settings. Application-specific identifiers can usually be managed directly within the application's Privacy or Security settings, allowing you to limit tracking or reset identifiers whenever you choose.

Third-Party Cookies

- Coin Bridge AG may use cookies and similar technologies set by trusted third-party partners to enhance your experience and improve our services on the Platform. These cookies are not placed directly by Coin Bridge AG but by external providers that help deliver certain features or integrations.
- Third-party cookies are used for purposes including the following:
 - To understand how users interact with our Platform and improve performance (e.g. Google Analytics);
 - To deliver relevant advertisements and measure campaign effectiveness (e.g. Google Ads, Meta Ads); and
 - To enable embedded content or integrations such as chat support, payment gateways, or social media features (e.g. support videos hosted on YouTube).
- You can manage or disable optional third-party cookies through your device or application settings. Please note that blocking these cookies may affect certain Platform features, such as personalised content, analytics insights, or advertisement relevance.
- Third-party providers are responsible for how they use the information they collect through their cookies. We encourage you to review their respective privacy or cookie policies for more details on how your data is processed by them.

6. Legal Basis for Cookie Processing

In accordance with the Swiss Federal Act on Data Protection (nFADP; SR 235.1) and applicable FDPIC guidance, Coin Bridge AG processes personal data collected through cookies on the following bases:

- Strictly necessary cookies: processed on the basis of Coin Bridge AG's legitimate interests in operating a secure and functional Platform, and to fulfil its contractual obligations to users;
- Analytics, personalisation, and marketing cookies: processed on the basis of your freely given, specific, and informed consent, which you may withdraw at any time through your cookie preferences or browser settings.

Where Coin Bridge AG relies on consent for cookie processing, you may withdraw that consent at any time without affecting the lawfulness of processing carried out prior to withdrawal.

7. Contact Us

If you have any questions or enquiries about this Cookie Notice, you may reach out to:

Data Protection Officer: privacy@Kai.xyz

Support Team: support@Kai.xyz