

## CaterTrax Cookie Consent: Frequently Asked Questions

### What is cookie consent?

Cookie consent refers to the process of informing users about the use of cookies on a website and obtaining their permission before cookies are placed on their devices.

### Why do websites ask for cookie consent and why has this become so common?

Websites ask for cookie consent to comply with privacy laws and regulations. These laws require websites to inform users about the data they collect through cookies and provide an option to consent or decline. Cookie consent banners have become increasingly common due to:

- **Privacy Laws:** Regulations like GDPR require user consent for tracking.
- **User Awareness:** People demand transparency about data usage.
- **Website Functionality:** Cookies are essential for many site features.
- **Compliance and Trust:** Transparency builds user trust.

### How does CaterTrax handle user consent?

- **EU GDPR:** We require informed consent before using non-essential cookies, obtained through clear actions like clicking "Accept" in the cookie consent banner.
- **North America:** Similar measures are being prepared as trends move towards stricter regulations.

We aim to protect user privacy and build trust globally. For additional information regarding our Privacy Policy, [please click here](#) or contact us directly at 1-800-975-8729 (TRAX).

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### What cookies will CaterTrax be collecting?

CaterTrax only collects **essential cookies** and **functional cookies**. Essential cookies are cookies that are necessary for a website to function correctly. Functional cookies are cookies that enhance user experience and make websites more user-friendly by remembering preferences and settings. We do not collect cookies for any marketing purposes.

### Can I remove the cookie consent banner from my CaterTrax site?

No, the cookie consent banner cannot be removed from your CaterTrax site. This is a platform-wide feature that is enabled on all CaterTrax sites.

### Will I be able to customize the styling, format, and/or the messaging of the cookie consent banner?

No, the styling, format, and cookie consent banner message cannot be customized and will remain standard across all CaterTrax sites.

### What happens if I choose to deny cookie consent?

If you choose to deny cookie consent, you will still be able to access your CaterTrax site but some website features may not work properly.

### How will the cookie consent banner be affected while accessing my CaterTrax site in incognito mode?

Incognito mode does not save any previous cookie consent selections, and therefore the initial pop-up will always display when accessing your CaterTrax site in incognito mode.

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**Will the cookie consent banner display while accessing my CaterTrax site on a mobile device?**

Yes, the cookie consent banner will display while accessing your CaterTrax site on a mobile device.

**CaterTrax is partnering with UserCentrics to provide the cookie consent banner across all CaterTrax sites. Are there any implications with UserCentrics that may interfere with privacy settings within my browser(s)?**

No, UserCentrics will not interfere with any privacy settings within your browser(s).

**Some of our users may use extensions in their browser(s). How will this impact the cookie consent functionality on their CaterTrax site?**

CaterTrax does not control or test any browser extensions. If an extension does not function as expected with a CaterTrax site, users should consider removing the extension.

**Will the cookie consent banner reflect my CaterTrax Assist accessibility settings?**

Yes, the cookie consent banner will reflect and respond to any CaterTrax Assist accessibility settings.



### CONTACT US

If you have any additional questions, please contact [marketing@catertrax.com](mailto:marketing@catertrax.com).