VOLTAS– COOKIE POLICY

Contents

<div align="center">**Cookie Policy- Voltas**</div>

1. Introduction

This Cookie Policy explains how **Voltas Limited** (together with its affiliates, joint ventures, and subsidiaries, "Voltas", "we", "us", or "our") uses cookies and similar technologies when you visit or interact with our websites, namely:

(a) https://www.voltas.com
(b) https://www.voltasservices.com
(c) https://www.voltas.in
(d) http://voltbekoservices.com/
(e) https://www.voltasbeko.com/
(f) https://voltasglobal.com/
(g) https://umpesl.com/

Cookies help us improve our websites' performance, enhance user experience, provide personalized content and ads, and analyse traffic patterns. This policy provides detailed information about the types of cookies we use, how we use them, and your rights regarding their use and how you can manage your preference and withdraw consent.

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2. What are Cookies?

Cookies are small text files that a website places on your device when you visit. These files store information about your browsing activities and preferences, enabling features such as secure logins, personalized settings, and analytical insights.

We may also use **web beacons** (also known as pixel, tags or clear GIFs), which are electronic images that collect limited information to help us understand user behaviour and engagement. Web beacons are responsible for collecting limited information e.g., a cookie number, time and date of a page view, and description of the page on which it resides.

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3. How Voltas Limited Uses Cookies

Voltas uses cookies to:

- Enable core site functionality (e.g., user logins, security features)
- Understand user behaviour for analytics
- Personalize and improve your browsing experience
- Provide targeted advertisements
- Remember your preferences such as language and region
- Optimize site performance and measure response to campaigns

- Optimize services provided to visitors/users

These technologies enable us to understand how users navigate through our website and interact with different features, allowing us to make informed decisions for improving our services.

We may engage third-party service providers to analyze your website usage for the purpose of personalisation and advertising on our behalf. These third parties collect and share aggregated data about website visits, sometimes correlating this information with IP addresses to track page usage. However, such tracking requests and cookies are only activated upon receiving explicit user consent.

Our use of cookies is categorized into different types of cookies. These types have been elaborated in the 'Types of Cookies We Use' section below.

We ensure that personal information collected via cookies is processed with user consent. Users are provided with clear options to manage their cookie preferences and can opt in or out of specific categories of cookies at any time. Our system maintains a record of the types of cookies authorized by each user to ensure adherence to their preferences.

First-party cookies are those that are set directly by **Voltas** when you visit our websites. These cookies are essential for delivering core functionalities such as secure login, session management, remembering user preferences (e.g., language or region), and ensuring the proper display and behaviour of site elements. Because they originate from the domain you are actively visiting, they help us provide a consistent, secure, and personalized experience across your interactions with our platforms.

Third-party cookies, on the other hand, are set by domains other than Voltas—typically through integrations with external service providers such as analytics platforms (e.g., Google Analytics, Microsoft Clarity), advertising networks, social media plugins, or marketing tools. These cookies track your browsing behaviour across different websites to help us:

- Analyse user engagement and improve our services,
- Display personalized advertisements tailored to your interests,
- Integrate multimedia content (such as YouTube videos),
- Enable sharing of content on social media platforms.

Voltas only deploys third-party cookies **after obtaining your explicit consent**, in accordance with applicable data protection laws. You are always given the choice to accept, reject, or manage the use of such cookies through our cookie preference settings or your browser configuration.

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4. Types of Cookies We Use

A. Necessary Cookies (First-Party)

These cookies are essential for the website to function properly. They enable basic features such as navigation, secure logins, and access to areas of the website. These cookies are required to deliver the requested service, or resource. If these cookies are not enabled, your request cannot be fulfilled and shall impact the functionality and security of our website. The purpose of these trackers is to oversee vital actions, such as fetching visual elements of the website, and page resources, or managing user

login and logout, to ensure the requested service's security and effectiveness, authentication, and load balancer inquiries. The necessary cookies that we deploy are listed below.

Cookie Key	Domain	Description
_ab	[•]	Used to control when the admin bar is shown on the storefront.
_abv	[•]	Persist the collapsed state of the admin bar.
_identity_session	[•]	Contains the identity session identifier of the user.
_master_udr	[•]	Permanent device identifier.
_pay_session	[•]	The Rails session cookie for Shopify Pay
_secure_account_session_id	[•]	Used to track a customer's session for new customer accounts.
_shopify_essential	[•]	Contains essential information for the correct functionality of a store such as session and checkout information and anti-tampering data.
auth_state_<<id>>	[•]	Stores authentication state before redirecting customers to third party for authentication.
checkout_session_token_<<id>>	[•]	Used when a checkout session is established on the server.
device_fp_id	[•]	Device fingerprint identifier to help prevent fraud.
device_id	[•]	Session device identifier to help prevent fraud.
identity-state	[•]	Stores state before redirecting customers to identity authentication.
identity-state-<<id>>	[•]	Stores state before redirecting customers to identity authentication.
identity_customer_account_number	[•]	Stores an identifier used to facilitate login across the customer's account and storefront domains.
keep_alive	[•]	Used when international domain redirection is enabled to determine if a request is the first one of a session.
master_device_id	[•]	Permanent device identifier.
_shopify_s	[•]	Used to identify a given browser session/shop combination. Duration is 30 minute rolling expiry of last use.
checkout_one_experiment	[•]	Used when a checkout is eligible to Checkout One and has been assigned to an experiment (control group or test group).
_clck	[•]	Persists the Clarity User ID and preferences unique to that site

_clsk	[•]	Connects multiple page views by a user into a single Clarity session recording
_pk_testcookie	[•]	Temporarily checks if cookies are enabled
_checkout_queue_token	[•]	Used when there is a queue during the checkout process.
_shopify_country	[•]	Used for Plus shops where pricing currency/country is set from GeoIP by helping avoid GeoIP lookups after the first request.
card_update_verification_id	[•]	Used to support verification when a buyer is redirected back to Shopify after completing 3D Secure during checkout.
cart_currency	[•]	Used after a checkout is completed to initialize a new empty cart with the same currency as the one just used.
cart_ts	[•]	Used in connection with checkout.
checkout	[•]	Used in connection with checkout.
customer_payment_method	[•]	Stores what payment method is being updated for subscriptions.
customer_shop_pay_agreement	[•]	Used to help verify a new Shop Pay payment instrument.
logged_in	[•]	Identity logged-in hint.
order	[•]	Used to allow access to the data of the order details page of the buyer.
pay_update_intent_id	[•]	Stores an ID of a Shop Pay billing agreement update intent, required for a callback after verifying a new Shop Pay payment instrument.
previous_step	[•]	Used in connection with checkout.
shopify_pay	[•]	Used to log in a buyer into Shop Pay when they come back to checkout on the same store.
shopify_pay_redirect	[•]	Used to accelerate the checkout process when the buyer has a Shop Pay account.

B. Performance and Analytics Cookies

These cookies help us understand how users interact with the website by collecting information on user visits, page performance, and error messages. All collected data is anonymized and used to improve functionality. These cookies are essential for enhancing the performance and functionality of our website. They allow us to track the efficiency of our website's technical operations, such as ensuring fast page loading times, optimizing server response times, and identifying any technical issues that may arise during your visit. Performance cookies also help us measure the effectiveness of any enhancements or updates we make to the website's infrastructure. The information collected by

these cookies is aggregated and anonymous, and it is used solely for the purpose of improving the overall performance and user experience of our website. If you choose to disable these cookies, we may not be able to ensure the optimal performance of our website during your visit.

Cookie Key	Domain	Description
_session_id	[•]	Used for providing reporting and analytics.
cart_sig	[•]	A hash of the contents of a cart. This is used to verify the integrity of the cart and to ensure performance of some cart operations.
_shopify_ga	[•]	Contains Google Analytics parameters that enable cross-domain analytics measurement to work.
_shopify_sa_p	[•]	Capture the landing page of visitor when they come from other sites to support marketing analytics
_shopify_sa_t	[•]	Capture the landing page of visitor when they come from other sites to support marketing analytics
_shopify_y	[•]	Shopify analytics.
shop_analytics	[•]	Contains the required buyer information for analytics in Shop.
unique_interaction_id	[•]	Used for checkout metrics.
MUID	[•]	Identifies unique web browsers visiting Microsoft sites for advertising, site analytics, etc.
_clsk	[•]	To analyze user behavior and improve website performance
CLID	[•]	To analyze user behavior and improve website performance
_pk_id	[•]	Stores a unique visitor ID, first visit timestamp, and visit counter
_pk_ses	[•]	Identifies a single visit session
_pk_ref	[•]	Stores referrer information for attribution
_pk_cvar	[•]	Stores custom variables if enabled
_pk_hsr	[•]	Enables heatmap and session recording if activated

C. Functional Cookies

These cookies enable the website to provide enhanced functionality and personalization, such as remembering language preferences, font size, customized settings or login credentials, to provide you with a more tailored and efficient browsing experience. Functionality cookies also facilitate features such as saved shopping carts, login credentials for secure areas of the website, and personalized content recommendations. The information collected by these cookies is anonymized and aggregated, and it is solely used to improve the functionality and usability of our website. If you opt out of these cookies, certain features and personalized settings may not be available to you, and your browsing experience may be less optimized.

Cookie Key	Domain	Description
_storefront_u	[•]	Used to facilitate updating customer account information.
_tracking_consent	[•]	Used to store a user's preferences if a merchant has set up privacy rules in the visitor's region.
localization	[•]	Used to localize the cart to the correct country.
login_with_shop_finalize	[•]	Used to facilitate login with Shop.
profile_preview_token	[•]	Used for previewing checkout customizations.
_clck	[•]	To remember user preferences and provide a personalized experience
mtm_consent	[•]	Stores visitor consent preferences
mtm_cookie_consent	[•]	Records accepted cookie categories

D. Targeting and Advertising Cookies (First-Party)

These cookies are set by Voltas and are used to deliver personalized ads and content based on your activity and preferences on its website. They help with tracking pages and products, the user views, build user profiles for relevant ad targeting.

Cookie Key	Domain	Description
ANONCHK	[•]	Indicates whether MUID is transferred to ANID, a cookie used for advertising
ANONCHK	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
MR	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
MUID	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
SM	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
cart	[•]	Contains information related to the user's cart.

checkout_prefill	[•]	Encrypts and stores URL parameters containing PII which are used in cart permalink URLs.
checkout_session_lookup	[•]	Used in connection with checkout.
checkout_token	[•]	Captures the landing page of the visitor when they come from other sites.
customer_account_locale	[•]	Used to keep track of a customer account locale when a redirection occurs from checkout or the storefront to customer accounts.
discount_code	[•]	Stores a discount code (received from an online store visit with a URL parameter) in order to the next checkout.
dynamic_checkout_shown_on_cart	[•]	Adjusts checkout experience for buyers that proceed with regular checkout versus dynamic checkout.
hide_shopify_pay_for_checkout	[•]	Set when a buyer dismisses the Shop Pay login modal during checkout, informing display to buyer.
locale_bar_accepted	[•]	Preserves if the modal from the geolocation app was accepted.
locale_bar_dismissed	[•]	Preserves if the modal from the geolocation app was dismissed.
previous_checkout_token	[•]	Used to prefill checkout with the details from the previous checkout.
receive-cookie-deprecation	[•]	A cookie specified by Google to identify certain Chrome browsers affected by the third-party cookie deprecation. More information about this cookie can be found here.

remember_me	[•]	Used to prefill checkout with the details from the previous checkout.
secure_customer_sig	[•]	Used to identify a user after they sign into a shop as a customer so they do not need to log in again.
shop_pay_accelerated	[•]	Indicates if a buyer is eligible for Shop Pay accelerated checkout.
tracked_start_checkout	[•]	Used in connection with checkout.
wpm-domain-test	[•]	Used to test Shopify's Web Pixel Manager with the domain to make sure everything is working correctly.

E. Targeting and Advertising Cookies (Third-Party)

These cookies are used by third-party advertising partners to track browsing habits and display relevant ads across websites. These cookies are intended to improve the relevance of advertisements and content on this site and on third-party media. When we deliver promotional messages or exhibit such content, our aim is to provide you with the most fitting ads and offers, carefully aligned with your preferences or those likely to genuinely capture your attention. These cookies may specifically handle personal data linked to your individual preferences, your engagement with our products and/or services, and your consumption patterns.

Cookie Key	Domain	Description
Shopify		
_ab	[•]	Used to control when the admin bar is shown on the storefront.
_abv	[•]	Persist the collapsed state of the admin bar.
_checkout_queue_token	[•]	Used when there is a queue during the checkout process.
_cmp_a	[•]	Used for managing customer privacy settings.
_identity_session	.doubleclick.net	Contains the identity session identifier of the user.
_master_udr	[•]	Permanent device identifier.
_pay_session	[•]	The Rails session cookie for Shopify Pay

_secure_account_session_id	[•]	Used to track a customer's session for new customer accounts.
_session_id	[•]	Used for providing reporting and analytics.
_shopify_country	[•]	Used for Plus shops where pricing currency/country is set from GeoIP by helping avoid GeoIP lookups after the first request.
_shopify_essential	[•]	Contains essential information for the correct functionality of a store such as session and checkout information and anti-tampering data.
_storefront_u	[•]	Used to facilitate updating customer account information.
_tracking_consent	www.voltas.com	Used to store a user's preferences if a merchant has set up privacy rules in the visitor's region.
auth_state_<<id>>	[•]	Stores authentication state before redirecting customers to third party for authentication.
card_update_verification_id	[•]	Used to support verification when a buyer is redirected back to Shopify after completing 3D Secure during checkout.
cart	www.voltas.com	Contains information related to the user's cart.
cart_currency	[•]	Used after a checkout is completed to initialize a new empty cart with the same currency as the one just used.
cart_sig	www.voltas.com	A hash of the contents of a cart. This is used to verify the integrity of the cart and to ensure performance of some cart operations.

cart_ts	[•]	Used in connection with checkout.
checkout	[•]	Used in connection with checkout.
checkout_prefill	[•]	Encrypts and stores URL parameters containing PII which are used in cart permalink URLs.
checkout_session_lookup	[•]	Used in connection with checkout.
checkout_session_token_<<id>>	[•]	Used when a checkout session is established on the server.
checkout_token	[•]	Captures the landing page of the visitor when they come from other sites.
customer_account_locale	[•]	Used to keep track of a customer account locale when a redirection occurs from checkout or the storefront to customer accounts.
customer_payment_method	[•]	Stores what payment method is being updated for subscriptions.
customer_shop_pay_agreement	[•]	Used to help verify a new Shop Pay payment instrument.
device_fp_id	[•]	Device fingerprint identifier to help prevent fraud.
device_id	[•]	Session device identifier to help prevent fraud.
discount_code	[•]	Stores a discount code (received from an online store visit with a URL parameter) in order to the next checkout.
dynamic_checkout_shown_on_cart	[•]	Adjusts checkout experience for buyers that proceed with regular checkout versus dynamic checkout.
hide_shopify_pay_for_checkout	[•]	Set when a buyer dismisses the Shop Pay login modal

		during checkout, informing display to buyer.
identity-state	[•]	Stores state before redirecting customers to identity authentication.
identity-state-<<id>>	[•]	Stores state before redirecting customers to identity authentication.
identity_customer_account_number	[•]	Stores an identifier used to facilitate login across the customer's account and storefront domains.
keep_alive	www.voltas.com	Used when international domain redirection is enabled to determine if a request is the first one of a session.
locale_bar_accepted	[•]	Preserves if the modal from the geolocation app was accepted.
locale_bar_dismissed	[•]	Preserves if the modal from the geolocation app was dismissed.
localization	www.voltas.com	Used to localize the cart to the correct country.
logged_in	[•]	Identity logged-in hint.
login_with_shop_finalize	[•]	Used to facilitate login with Shop.
master_device_id	[•]	Permanent device identifier.
order	[•]	Used to allow access to the data of the order details page of the buyer.
pay_update_intent_id	[•]	Stores an ID of a Shop Pay billing agreement update intent, required for a callback after verifying a new Shop Pay payment instrument.
preview_theme	[•]	Used to indicate whether the theme is being previewed.
previous_checkout_token	[•]	Used to prefill checkout with the details from the previous checkout.
previous_step	[•]	Used in connection with checkout.

profile_preview_token	[•]	Used for previewing checkout customizations.
receive-cookie-deprecation	.doubleclick.net	A cookie specified by Google to identify certain Chrome browsers affected by the third-party cookie deprecation. More information about this cookie can be found here.
remember_me	[•]	Used to prefill checkout with the details from the previous checkout.
secure_customer_sig	www.voltas.com	Used to identify a user after they sign into a shop as a customer so they do not need to log in again.
shop_pay_accelerated	[•]	Indicates if a buyer is eligible for Shop Pay accelerated checkout.
shopify-editor-unconfirmed-settings	[•]	Stores changes merchant does in the editor to update the preview.
shopify_pay	[•]	Used to log in a buyer into Shop Pay when they come back to checkout on the same store.
shopify_pay_redirect	[•]	Used to accelerate the checkout process when the buyer has a Shop Pay account.
storefront_digest	[•]	Stores a digest of the storefront password, allowing merchants to preview their storefront while it's password protected.
tracked_start_checkout	[•]	Used in connection with checkout.
user	[•]	Used in connection with Shop login.
user_cross_site	[•]	Used in connection with Shop login.
wpm-domain-test	[•]	Used to test Shopify's Web Pixel Manager with the

		domain to make sure everything is working correctly

Cookie Key	Domain	Description
Shopify- Reporting and Analytical cookies		
_landing_page	www.voltas.com	Capture the landing page of visitor when they come from other sites.
_orig_referrer	www.voltas.com	Allows merchant to identify where people are visiting them from.
_shopify_ga		Contains Google Analytics parameters that enable cross-domain analytics measurement to work.
_shopify_s	www.voltas.com	Used to identify a given browser session/shop combination. Duration is 30 minute rolling expiry of last use.
_shopify_sa_p	www.voltas.com	Capture the landing page of visitor when they come from other sites to support marketing analytics.
_shopify_sa_t	www.voltas.com	Capture the landing page of visitor when they come from other sites to support marketing analytics.
_shopify_y	www.voltas.com	Shopify analytics.
checkout_one_experiment	[•]	Used when a checkout is eligible to Checkout One and has been assigned to an experiment (control group or test group).
shop_analytics	[•]	Contains the required buyer information for analytics in Shop.
unique_interaction_id	[•]	Used for checkout metrics.
Google Analytics		
_ga	www.voltas.com	Distinguishes unique users by assigning a randomly generated number.
_gid	[•]	Groups the entire session's activity for a user.
_utm	[•]	Stores information about the traffic source or campaign.
N/A	[•]	Tracks the number of pages viewed during a session.
N/A	[•]	Measures how long users stay on the site.
N/A	[•]	Tracks the percentage of single-page sessions.
N/A	[•]	Captures the user's approximate location based on their IP address.
N/A	[•]	Information about the browser used by the user.
N/A	[•]	The operating system of the user's device.

N/A	[•]	Whether the user is on a desktop, tablet, or mobile device.
N/A	[•]	Measures how far users scroll down a page.
N/A	[•]	Tracks clicks on links that lead away from your site.
N/A	[•]	Captures searches performed on your site.
N/A	[•]	Tracks interactions with embedded videos.
N/A	[•]	The number of unique visitors to the site
N/A	[•]	Where visitors come from, such as search engines, social media, or direct visits

Cookie Key	Domain	Description
Microsoft Clarity		
_clck	www.voltas.com	Persists the Clarity User ID and preferences, unique to that site is attributed to the same user ID.
_clsk	www.voltas.com	Connects multiple page views by a user into a single Clarity session recording.
CLID	[•]	Identifies the first-time Clarity saw this user on any site using Clarity.
ANONCHK	[•]	Indicates whether MUID is transferred to ANID, a cookie used for advertising. Clarity doesn't use ANID and so this is always set to 0.
MR	[•]	Indicates whether to refresh MUID.
MUID	[•]	Identifies unique web browsers visiting Microsoft sites. These cookies are used for advertising, site analytics, and other operational purposes.
SM	[•]	Used in synchronizing the MUID across Microsoft domains.
_clck	[•]	To remember user preferences and provide a personalized experience
_clsk	[•]	To analyse user behaviour and improve website performance
CLID	[•]	To analyze user behavior and improve website performance

ANONCHK	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
MR	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
MUID	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns
SM	[•]	To deliver targeted advertising and measure the effectiveness of marketing campaigns

Cookie Key	Domain	Description
FH Analytics		
_pk_id	www.voltas.com	Stores a unique visitor ID, first visit timestamp, and visit counter
_pk_ses	www.voltas.com	Identifies a single visit session
_pk_ref	[•]	Stores referrer information for attribution
_pk_cvar	[•]	Stores custom variables if enabled
_pk_hsr	[•]	Enables heatmap and session recording if activated
Tag Manager Cookies		
mtm_consent	[•]	Stores visitor consent preferences
mtm_cookie_consent	[•]	Records accepted cookie categories
_pk_testcookie	[•]	Temporarily checks if cookies are enabled

5. How to Manage or Withdraw Your Consent

You have the right to accept or decline cookies when visiting our websites. You can also withdraw your consent at any time by changing your browser settings or by using our cookie management tool.

Here are guides to managing cookies in popular browsers:

- Chrome
- Firefox
- Safari
- Microsoft Edge

Additionally, you can opt out of third-party tracking such as:

- Google Analytics Opt-out
- Microsoft Clarity cookie setting

- [Shopify privacy policy](#)

Note: Disabling some cookies may affect website performance or prevent certain features from functioning correctly.

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6. Grievances and Contact Information

If you have any questions, grievances, or concerns regarding our use of cookies or this policy, you may contact the designated Grievance Redressal Officer.

Email: dataprotection@voltas.com
Address: [●]Voltas House 'B', Dr Babasaheb Ambedkar Road, Chinchpokli, Mumbai 400 033

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7. Review and Updates to This Cookie Policy

We may update this Cookie Policy periodically to reflect changes in legal, technological, or operational practices. We will notify you of significant changes, where required, and seek renewed consent if applicable.

The latest version of this policy will always be available on our websites.

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