Privacy policy & Cookies policy

COOKIES POLICY

CapitalRise Finance Limited (**"CapitalRise"**, **"we"**, **"us"** or **"our"**) is committed to protecting and respecting your personal information and your privacy.

This cookies policy explains what cookies are, how we use cookies and similar technologies on our website at www.capitalrise.com (**"Website"**), and what you can do to manage how cookies are used.

If you have any questions in relation to this cookies policy or if you would like more information on the cookies that we use and their purposes, you can contact us by post at: CapitalRise Finance Limited, 33 Cavendish Square, London W1G 0PW, or by email at: customercare@capitalrise.com.

For general information about how we process your personal data, please visit our Privacy Policy.

To update your cookie consent settings, click here.

1 What are cookies and why do we use cookies?

1.1 Cookies are small data files which are placed on your computer or mobile phone ("device") when you visit our Website. Cookies will collect information relating to your use of our Website, information about your device such as IP address and browser type, demographic data and, if you reached the Website through a third party website, which third party website directed you to the Website.

1.2 When you re-visit our Website, cookies allow our Website to recognise your device, remember your preferences and tailor your use of the Website. Information provided by cookies can help us to:

(a) recognise you whenever you visit the Website (this speeds up your access to the Website as you do not have to log in each time);

(b) obtain information about your preferences and use of the Website;

(c) analyse your use of our Website to help improve our content and services and to help us better understand our users' requirements; and

(d) make your online experience more efficient and enjoyable.

1.3 Cookies are referred to as either "session" or "persistent" cookies, depending on how long they are used for:

(a) Session cookies only last for the duration your online session and disappear from your device when you close your browser. Session cookies are not stored on the hard drive of your device.

(b) Persistent cookies are stored on the hard drive of your device after the browser has been closed and last until you delete them, or they reach their expiry date. Persistent cookies are activated each time you visit the site where the cookie was generated.

1.4 For more information, please see www.allaboutcookies.org.

2 What types of cookies do we use?

2.1 The types of cookies that may be used on our Website fall into one of four categories as follows:

(a) "Strictly Necessary" cookies. These cookies enable you to access certain functionalities which are essential for the operation of our Website; we do not require consent to enable these, and they cannot be switched off. Without these cookies, we would be unable to provide you with the online services you request. These cookies do not track where you have been on the internet and do not gather information about you that could be used for marketing purposes.

(b) Functional cookies. Functional cookies are used to recognise your device when you return to our Website. They also remember your preferences (such as your username, language, and region) on our Website and enable us to personalise our content for you. The information collected by these cookies is usually anonymised, so we cannot identify you personally. Functional cookies do not track your internet usage or gather information which could be used for selling advertising, but they do help with serving advertising.

(c) Analytical (or performance) cookies. Analytical cookies are used to monitor the performance of our Website. For example, they allow us to recognise and count the number of visitors and to see how visitors move around our Website when they are using it. The information provided by these cookies allows us to analyse patterns of user behaviour and we use that information to enhance user experience or identify areas of the Website which may require maintenance. All of the information collected by these cookies is anonymous and is only used for statistical purposes.

(d) Targeting cookies. These cookies may be placed on your device by us or by trusted third parties. They remember that you have visited our Website and use that information to provide you with advertising which is tailored to your interests. This is often called online behavioural advertising ("OBA") and involves the monitoring of interests based upon web browsing history. Your web browsing history can be used to infer things about you (for example, your age, gender etc.), and this information may also be used to make advertising on websites more relevant to you. Although behavioural advertising cookies can track your activity around the internet they cannot identify you personally, even if you are signed into our Website. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. If you would like more information about OBA, including how to opt-out of these cookies, please visit www.youronlinechoices.com.

2.2 Cookie Table. You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Your consent applies to the following domains: www.capitalrise.com

Cookie declaration last updated on 24/10/2026 by Cookiebot:

Strictly Necessary (19)

These cookies enable you to access certain functionalities which are essential for the operation of our Website; we do not require consent to enable these, and they cannot be switched off. Without these cookies, we would be unable to provide you with the online services you request. These

cookies do not track where you have been on the internet and do not gather information about you that could be used for marketing purposes.

Name	Provider	Purpose	Maximum Storage Duration	Type
__cf_bm	Vimeo	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	1 day	HTTP Cookie
_cs_c	Hotjar	Determines whether the visitor has accepted the cookie consent box. This ensures that the cookie consent box will not be presented again upon re-entry.	13 months	HTTP Cookie
_csrf	www.capitalrise.com	Ensures visitor browsing-security by preventing cross-site request forgery. This cookie is essential for the security of the website and visitor.	1 day	HTTP Cookie
_grecaptcha	Google	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	Persistent	HTML Local Storage
_GRECAPTCHA	Google	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	180 days	HTTP Cookie
capitalrise_session	www.capitalrise.com	CapitalRise Borrower Portal session cookie	1 day	HTTP Cookie
cf.turnstile.u	Cloudflare	This cookie is used to distinguish between humans and bots.	Persistent	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
cf_clearance	Vimeo	This cookie is used to distinguish between humans and bots.	1 year	HTTP Cookie
CookieConsent	Cookiebot	Stores the user's cookie consent state for the current domain	1 year	HTTP Cookie
PHPSESSID	www.capitalrise.com	Preserves user session state across page requests.	Session	HTTP Cookie
rc::a	Google	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	Persistent	HTML Local Storage
rc::b	Google	This cookie is used to distinguish between humans and bots.	Session	HTML Local Storage
rc::c	Google	This cookie is used to distinguish between humans and bots.	Session	HTML Local Storage
rc::f	Google	This cookie is used to distinguish between humans and bots.	Persistent	HTML Local Storage
test_cookie	Google	Used to check if the user's browser supports cookies.	1 day	HTTP Cookie
welcome_message	www.capitalrise.com	Controls whether the user will see the welcome message.	3 months	HTTP Cookie
welcome-popup-showed	www.capitalrise.com	Controls whether the welcome message popup has been displayed.	Persistent	HTML Local Storage
wpEmojiSettingsSupports	www.capitalrise.com	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog/picture sliders, color themes and other website settings.	Session	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
XSRF-TOKEN	www.capitalrise.com	Ensures visitor browsing-security by preventing cross-site request forgery. This cookie is essential for the security of the website and visitor.	1 day	HTTP Cookie

Functional (6)

Functional cookies are used to recognise your device when you return to our Website. They also remember your preferences (such as your username, language, and region) on our Website and enable us to personalise our content for you. The information collected by these cookies is usually anonymised, so we cannot identify you personally. Functional cookies do not track your internet usage or gather information which could be used for selling advertising, but they do help with serving advertising.

Name	Provider	Purpose	Maximum Storage Duration	Type
aiovg_rand_seed	www.capitalrise.com	Used in context with the website's video content. Gathers information on which videos the visitor has viewed and other preference data. These data are used to present the visitor with relevant videos.	1 day	HTTP Cookie
intercom.intercom-state-# [x2]	Intercom www.capitalrise.com	Remembers whether the user has minimized or closed chat-box or pop-up messages on the website.	Persistent	HTML Local Storage
intercom-device-id-#	Intercom	Sets a specific ID for the user which ensures the integrity of the website's chat function.	271 days	HTTP Cookie

Name	Provider	Purpose	Maximum Storage Duration	Type
intercom-id-#	Intercom	Allows the website to recoqnise the visitor, in order to optimize the chat-box functionality.	271 days	HTTP Cookie
intercom-session-#	Intercom	Sets a specific ID for the user which ensures the integrity of the website's chat function.	7 days	HTTP Cookie

Analytical (15)

Analytical cookies are used to monitor the performance of our Website. For example, they allow us to recognise and count the number of visitors and to see how visitors move around our Website when they are using it. The information provided by these cookies allows us to analyse patterns of user behaviour and we use that information to enhance user experience or identify areas of the Website which may require maintenance. All of the information collected by these cookies is anonymous and is only used for statistical purposes.

Name	Provider	Purpose	Maximum Storage Duration	Type
_cs_id	Hotjar	Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator.	13 months	HTTP Cookie
_cs_root-domain	Hotjar	Registers how the user has reached the website to enable pay-out of referral commission fees to partners.	Session	HTTP Cookie
_cs_s	Hotjar	This cookie is used to identify the frequency of visits and how long the visitor is on the website. The cookie is also used to determine how many and which subpages the visitor visits on a website – this information can be used by the website to optimize the domain and its subpages.	1 day	HTTP Cookie

Name	Provider	Purpose	Maximum Storage Duration	Type
_cs_same_site	Hotjar	Registers data on visitors' website-behaviour. This is used for internal analysis and website optimization.	Session	HTTP Cookie
_hjHasCachedUserAttributes [x2]	Hotjar	Identifies if the cookie data needs to be updated in the visitor's browser.	Session	HTTP Cookie
hjSession#	Hotjar	Collects statistics on the visitor's visits to the website, such as the number of visits, average time spent on the website and what pages have been read.	1 day	HTTP Cookie
hjSessionUser#	Hotjar	Collects statistics on the visitor's visits to the website, such as the number of visits, average time spent on the website and what pages have been read.	1 year	HTTP Cookie
_hjTLDTest	Hotjar	Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator.	Session	HTTP Cookie
_hjUserAttributes	Hotjar	Registers statistical data on users' behaviour on the website. Used for internal analytics by the website operator.	Persistent	HTML Local Storage
_hjUserAttributesHash	Hotjar	Identifies if the cookie data needs to be updated in the visitor's browser.	1 day	HTTP Cookie
hjActiveViewportIds	Hotjar	This cookie contains an ID string on the current session. This contains non-personal information on what subpages the visitor enters – this information is used to optimize the visitor's experience.	Persistent	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
hjViewportId	Hotjar	Saves the user's screen size in order to adjust the size of images on the website.	Session	HTML Local Storage
orionV3#identity	Vimeo	Used to track user’s interaction with embedded content.	Persistent	IndexedDB
vuid	Vimeo	Collects data on the user's visits to the website, such as which pages have been read.	2 years	HTTP Cookie

Targeting (34)

These cookies may be placed on your device by us or by trusted third parties. They remember that you have visited our Website and use that information to provide you with advertising which is tailored to your interests. This is often called online behavioural advertising (“**OBA**”) and involves the monitoring of interests based upon web browsing history. Your web browsing history can be used to infer things about you (for example, your age, gender etc.), and this information may also be used to make advertising on websites more relevant to you. Although behavioural advertising cookies can track your activity around the internet they cannot identify you personally, even if you are signed into our Website. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. If you would like more information about OBA, including how to opt-out of these cookies, please visit www.youronlinechoices.com.

Name	Provider	Purpose	Maximum Storage Duration	Type
__cf_ob	Vimeo	Pending	Session	HTTP Cookie
__Secure-ROLLOUT_TOKEN	YouTube	Used to track user’s interaction with embedded content.	180 days	HTTP Cookie
__Secure-YEC	YouTube	Stores the user's video player preferences using embedded YouTube video	Session	HTTP Cookie
__Secure-YNID	YouTube	Used to track user’s interaction with embedded content.	180 days	HTTP Cookie
_cfPre_tabId	Vimeo	Pending	Session	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
_ga	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	2 years	HTTP Cookie
_ga_#	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	2 years	HTTP Cookie
_gat	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	1 day	HTTP Cookie
_gcl_au	Google	Used by Google AdSense for experimenting with advertisement efficiency across websites using their services.	3 months	HTTP Cookie
_gcl_ls	Google	Tracks the conversion rate between the user and the advertisement banners on the website - This serves to optimise the relevance of the advertisements on the website.	Persistent	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
_gid	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	1 day	HTTP Cookie
_uetsid	Microsoft	Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor's preferences.	Persistent	HTML Local Storage
_uetsid	Microsoft	Collects data on visitor behaviour from multiple websites, in order to present more relevant advertisement - This also allows the website to limit the number of times that they are shown the same advertisement.	1 day	HTTP Cookie
_uetsid_exp	Microsoft	Contains the expiry-date for the cookie with corresponding name.	Persistent	HTML Local Storage
_uetvid	Microsoft	Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor's preferences.	Persistent	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
_uetvid	Microsoft	Used to track visitors on multiple websites, in order to present relevant advertisement based on the visitor's preferences.	1 year	HTTP Cookie
_uetvid_exp	Microsoft	Contains the expiry-date for the cookie with corresponding name.	Persistent	HTML Local Storage
69e559c2653249bc87856df79c615d0ebdaf4a2f6a2d4e2a9d34f1d022c3d0b6 [x2]	Autopilot nimbleswan.io	Email marketing module that ties your experience between email and website together via the email marketing platform Autopilot.	1 year	HTTP Cookie
cda_apenterprise.io	Autopilot	Used by the Autopilot platform to track user interactions with marketing emails and other communications. This cookie helps in reporting recipient clicks and engagement within the Autopilot user interface.	1 year	HTTP Cookie
cda_nimbleswan.io	Autopilot	Used by the Autopilot platform to track user interactions with marketing emails and other communications. This cookie helps in reporting recipient clicks and engagement within the Autopilot user interface.	1 year	HTTP Cookie

Name	Provider	Purpose	Maximum Storage Duration	Type
LAST_RESULT_ENTRY_KEY	YouTube	Used to track user's interaction with embedded content.	Session	HTTP Cookie
LOCAL_STORAGE_ID_PICOX_ID	Vimeo	Used to track user's interaction with embedded content.	Persistent	HTML Local Storage
LOCAL_STORAGE_ID_VIMEO_PLAYER	Vimeo	Used to track user's interaction with embedded content.	Persistent	HTML Local Storage
LogsDatabaseV2:V#||LogsRequestsStore	YouTube	Used to track user's interaction with embedded content.	Persistent	IndexedDB
MUID	Microsoft	Used widely by Microsoft as a unique user ID. The cookie enables user tracking by synchronising the ID across many Microsoft domains.	1 year	HTTP Cookie
pagead/1p-user-list/#	Google	Tracks if the user has shown interest in specific products or events across multiple websites and detects how the user navigates between sites. This is used for measurement of advertisement efforts and facilitates payment of referral-fees between websites.	Session	Pixel Tracker
picox#events	Vimeo	Used to track user's interaction with embedded content.	Persistent	IndexedDB
PLAYER_PICOX_SAMPLING_SEED	Vimeo	Used to track user's interaction with embedded content.	Persistent	HTML Local Storage

Name	Provider	Purpose	Maximum Storage Duration	Type
TESTCOOKIESENABLED	YouTube	Used to track user's interaction with embedded content.	1 day	HTTP Cookie
VISITOR_INFO1_LIVE	YouTube	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.	180 days	HTTP Cookie
YSC	YouTube	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.	Session	HTTP Cookie
ytidb::LAST_RESULT_ENTRY_KEY	YouTube	Used to track user's interaction with embedded content.	Persistent	HTML Local Storage
YtIdbMeta#databases	YouTube	Used to track user's interaction with embedded content.	Persistent	IndexedDB

2.3 Our emails may contain a web beacon to track whether you open an email and if you click on any of the links in the email. We may use this information to help us analyse the types of topics that you are interested in and to let our advertisers know how many of our anonymised, aggregated users click on their advertisements. When you delete the email, the web beacon will be deleted. If you do not wish to receive these web beacons, you can choose to receive emails from us in plain text rather than HTML.

2.4 When you browse our Website some cookies may be set by third parties, over which we have no control. When you visit a page with embedded third party content, the service provider may set their own cookies on your device. You may also encounter third party cookies resulting from our use of third party services, which help us monitor traffic on our Website. We do not control the use of these cookies and you should refer to the relevant third party websites for more information.

3 When/how do I provide my consent?

3.1 We use CookieBot on our website. CookieBot is a third-party cookie consent tool which helps us manage and control the use of cookies on our website, ensuring compliance with legal requirements and providing you with the ability to manage your cookie preferences. Find out more about CookieBot at their website: https://www.cookiebot.com/en/about/

3.2 Each time you visit our website using a device or browser which does not have a record of your cookie consent, we will ask for your permission (consent) to place cookies or other similar tracking technologies on your device. You will be able to manage your consent preferences and opt out of cookies, except where these are essential for us to provide you with a service that you have

requested.
The CookieBot prompt will appear when you navigate to our website using a device or browser which does not have a record of your cookie consent. You can then customise your cookie preferences.

4 How can I manage or disable cookies?

4.1 You can update your cookie consent at any time by navigating to the introduction of this cookie policy page: https://capitalrise.com/cookies. Here you will be able to see your current cookie settings, and can change these, or opt out of all cookie tracking, by clicking on the prompt to access the full CookieBot banner. You can also review our cookie policy to find out more about how we manage cookies, and your options.

4.2 There are a number of ways for you to manage cookies. Your browser settings should allow you to accept or reject cookies and you can set your browser to prompt you before accepting a cookie.

4.3 You can delete any cookies that have been installed in the cookie folder of your browser. The various browsers provide different procedures to manage your settings. Most browsers will have a help feature or menu that will tell you how to delete or disable cookies. You can also delete similar data used by browser add-ons by changing the settings of your add-on or visiting the manufacturer's website.

4.4 Please be aware that if you set your browser to disable cookies entirely it may affect the way our Website operates, and you may not be able to use certain features of our Website.

5 How do I know how up to date this Policy is?

5.1 We may update this Cookies Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons.
The date at the bottom of this Cookies Policy indicates when it was last updated.

6 Further information

If you have any queries relating to this Cookie Policy please contact us at customercare@capitalrise.com.

Last updated on 10th February 2025.