

Cookie Policy

About us

www.multiphone.net and its subsidiary sites (including www.multiphone.net.ve, www.solollama.com, www.yollamo.com and www.nopin.es) and any associated MultiPhone mobile applications, present and future (each the “Applications”) are operated by, and the top-up services (and any other services available on the Applications from time to time) (“Services”) are provided by, MultiPhone Company t/a MultiPhone (“MultiPhone”, “we” or “us”). MultiPhone is a registered business name of MultiPhone Lain America Company Copyright © 2019.

How can I get in contact with MultiPhone?

If you have any questions about this cookie policy or any other queries or complaints, our customer care team is here to help – please contact us using one of the following options:

Email us: contactus@multiphone.net

Live chat: www.multiphone.net

What is MultiPhone's Cookie Policy?

At MultiPhone, we always respect our customers' privacy and personal information and we take this matter very seriously. We have worked very hard to earn our customers' trust and keeping it is our top priority. That's why we comply with the obligations that are laid out under data protection laws. We want you to know exactly how we use cookies, web beacons and similar technologies on the Applications. We recommend that you read this cookie policy carefully.

Can MultiPhone change its Cookie Policy?

MultiPhone will inform users of any material changes to MultiPhone's cookie policy by posting a notice clearly on our Applications. Any other changes will become effective on the “Last Updated” date indicated below. We advise you to visit this page regularly to check if there have been any changes.

What is a Cookie?

A cookie is a small text file of letters and numbers that is stored in your computer, tablet, mobile or other device. A cookie allows applications to distinguish your device from other users' devices.

Why do we use Cookies?

We use cookies to help us remember details of your visits to the Applications incluMultiPhone, but not limited to, technical information about your visit e.g. time of first and last visit, session identifiers and device identity information. This helps us to provide you with a good experience when you use the Applications and allows us to improve our Applications. We also use cookies in order to allow us to display MultiPhone promotional material that we think will interest you on other sites you visit across the Internet.

Do Cookies hold my Personal Data?

Generally speaking, cookies do not contain personal data unless you have already given this information to the Applications.

What Type of Cookies Do the Applications Use and For What Purposes?

The Applications use cookies which fall into the categories below. The cookies' expiration date varies, some expire within a few days, others after two years.

Cookie Type	Purpose	More Information
Strictly Necessary	These cookies are essential in order to enable you to move around the Applications and use their features.	These cookies allow you to remain logged in for the duration of your current visit to the Applications and enable you to take actions without having to login again
Functional	These cookies help to provide you with a better experience while using the Applications	These cookies allow the Applications to remember certain details about the choices you make, incluMultiPhone: the language with which you are using the Applications; social media logins; remembering your past visit logins (using the 'Remember Me' option); live chat session identifiers; and browser and device description information used for fraud prevention purposes.
Analytics	These cookies allow us to evaluate how visitors use our Applications. They help MultiPhone to	These cookies collect information in an anonymous form, incluMultiPhone the number of visitors to the Applications. They also allow us to calculate how long you spend on the Applications and to see how you arrived at the Applications

	improve the way the Applications works.	
--	---	--

Third Party Cookies

The following cookie table lists a selection of the third party cookies used on our Applications. Although we may update this table periodically, please be advised that the names of cookies, pixels and other technologies are subject to change and the below table may not reflect all of the third party cookies that we use.

Cookie Type	Description	Purpose
Google Analytics	Google Analytics is a web analytics service provided by Google Inc. ('Google'). Google Analytics uses cookies to help MultiPhone analyse how users use the websites. If you consent the use of cookies on our websites, the information generated by the Google Analytics cookie about your use of the websites (incluMultiPhone your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the websites, compiling reports on website activity for website operators and proviMultiPhone other services relating to website activity and internet usage. Further information on Google Analytics can be found here .	Analytics / Marketing
Google Ads	Google tracking cookies enable us to understand if you complete certain actions on our website after you have seen or clicked through one of our adverts served via Google. Based on the content you have engaged with on our websites Google are able to deliver some targeted adverts across other Google partner websites. Further information regarMultiPhone advertising and Google can be viewed here .	Marketing

What Type of Cookies Do the Mobile Applications Use?

In addition to information explicitly provided by you, the MultiPhone mobile applications collect usage, behavioral, analytical and troubleshooting (crash reporting) information.

This information includes Advertising Identifiers for both Android and iOS. These identifiers are used to identify how a user initially found the app (e.g. through which advertising campaign) and for app analysis purposes.

MultiPhone's apps use Google Firebase Analytics and Crashlytics Crash Reporting to capture this information. Further information on Google Firebase can be found here <https://firebase.google.com/>, information on the type of data collected can be found here <https://support.google.com/firebase/answer/6318039>. General information on the Google Privacy policy can be found here <https://policies.google.com/privacy>.

Can I block or delete Cookies?

Yes, you can if that is what you choose to do. Please note that if you choose to opt-out of receiving cookies, you may lose some features and/or functionality of the Applications.

How to manage Cookies?

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. Please note, if you do turn cookies off this will limit the service that we are able to provide to you and may affect your visitor experience. You can instruct your browser, by changing its options to stop accepting cookies or to prompt you before accepting a cookie from the Applications you visit. Our system will automatically issue cookies when you log in to the Applications unless you have adjusted your browser setting so that it will refuse cookies.

If you do not want these cookies on your device, you can change your cookie settings at any time through your web browser settings. We have supplied links to several of the more popular browsers for procedures on how to view and disable cookies:

- Google Chrome browser
- Microsoft Internet Explorer browser
- Mozilla Firefox browser
- Apple Safari browser
- Opera web browser

You may opt-out of Google Analytics including AdWords and opt-out of customized Google Display Network ads by visiting the Google Ads Preferences Manager. To provide you with more choice on how your data is collected you should install the "Google Analytics Opt-out Browser Add-on" provided by Google and available from <https://tools.google.com/dlpage/gaoptout>.