Cookie Policy

This cookie policy covers the www.highland.bank website. It does not, however, apply to entities or websites Highland Bank does not own or control.

How we use cookies on our website

We use cookies to make www.highland.bank easier to use, enhance your user experience, to make our service better, and to protect both you and www.highland.bank. You can remove or block cookies using the settings in your browser, but in some cases that may impact your ability to use www.highland.bank.

What are cookies?

Cookies are small text files that a website may put on your computer or mobile device when you first visit our site or a new page. Web beacons or other similar files can also do the same and in this policy "cookie" refers to all files that collect information in this manner.

Cookies are useful because they allow our website to recognize your computer or mobile device and remember what you did the last time you visited. They can help us to remember your username and preferences, analyze how well our website is performing, or even allow us to recommend content we believe will be most relevant to you.

What Types of Cookies Do We Use?

The main types of cookies we use on our websites are:

- **Strictly Necessary** cookies allow the technical operation of our websites or apps (e.g., cookies that enable you to navigate a website or app, and to use its features). Some may also increase the usability of our websites or apps by remembering your choices. You may be able to disable some or all necessary cookies by adjusting your browser settings. If you choose to do so, however, you may experience reduced functionality or be prevented from using our websites or apps altogether.

- **Performance cookies** help us enhance the performance and usability of our websites or apps. If you choose not to accept these cookies you may experience less than optimal performance.

- **Analytics cookies** help us ensure that we understand our audience as clearly as possible, and that any information that is provided to you is as relevant as possible to your interests and preferences.

- **Marketing cookies** help us evaluate the effectiveness of our marketing campaigns or to provide better targeting for marketing. These cookies may collect personal data such as your name as well as information about how you interact with our websites, apps or marketing materials.

How cookies make our website safer and easier to use

Cookies are used to help protect your privacy when you're using our website. They may let you complete online applications forms securely and if you leave your computer signed into Online Banking, cookies may prompt you to end your secure session or automatically end the session for you.

Cookies and Personal Data

Some of our cookies may collect and store your personal data, such as your name, email address or IP address. We are committed to respecting and protecting your privacy and will ensure that personal data we collect is kept and treated in accordance with our privacy policy. For further details of how we process personal data, please refer to our privacy policy.

How you can manage cookies

The browsers on most computers and mobile devices are usually set up to accept cookies. If you want to change your cookie preferences for our website, or any other website, you can do this through your browser settings.

Before you change your cookie preferences, remember that cookies are often used to enable and improve certain functions on our website. If you choose to switch off or disable certain cookies, it will likely affect how our website works. Without allowing cookies you may not be able to sign in to Online Banking.