



Cookies Policy

February 2026



Tickmill is a trading name of Tickmill UK Limited (the “Company”, “us”, “we”, “our”, “ours” or “ourselves” as appropriate) and is authorised and regulated in the United Kingdom by the Financial Conduct Authority (“FCA”) under firm reference number 717270. The Company’s Principal and Registered Office is First Floor, The Bengal Wing, 9A Devonshire Square, London EC2M 4YN (registered company number 09592225). When you use our Website, Tickmill UK Limited will use cookies to distinguish you from other users of our website. This helps us to provide you with a more relevant and effective experience when you browse our website, including presenting websites according to your needs or preferences and it allows us to improve the site generally. All websites that operate across certain parts of the European Union are required to obtain consent when using or storing cookies on your computer or mobile device. This Cookie Policy provides you with comprehensive information about the cookies we use and the way in which we use them. You should also read our Privacy Policy in conjunction with this Policy.

1. What is a cookie?

Cookies are small files of information that often include a unique identification number or value, which are stored on your computer’s hard drive because of you using our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our website. Cookies are frequently used on many websites on the internet, and you can choose if and how a cookie will be accepted by customising your consent preferences and options through the Cookie Settings. You may choose to disable the cookies. However, you may not be able to access some parts of our website if you choose to disable some or all cookies, particularly the secure parts of the Website. Some of our business partners (e.g. advertisers) use cookies on our website(s). We have no access to, or control over, these cookies. The cookies do not contain personally identifiable information nor are they used to identify you.

We use cookies on our website and trading platforms to:

- recognise you whenever you visit this website (this speeds up your access to the website as you do not have to log in each time).
- obtain information about your preferences, online movements and use of the internet.
- carry out research and statistical analysis to help improve our content and to help us better understand our visitor/customer requirements and interests.
- to differentiate users who using the same network to enable us to correctly allocate transactions to the appropriate account.
- to internally identify clients by account, name, email address, customer ID, currency and location (geographic and computer ID/IP address).
- to make your online experience with us more efficient and enjoyable.

2. Why do we use Cookies?

We use cookies on our website and trading platforms to:

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- to make your online experience with us more efficient and enjoyable.

3. Description of Cookies

More information about the cookies we use and why we use them:

4. Strictly Necessary

Strictly Necessary cookies on our website and trading platforms are essential to enable you to access our website and trading platforms fully. These cookies can't be disabled.

5. Functional

Functional cookies allow our website to collect information about choices you make to provide enhanced, more personal features. They do not identify visitors; the information the cookies collect is aggregated and therefore anonymous.

6. Analytics

We use analytics tools to understand how users interact with our Website and Client Area.

These tools help us:

- Improve functionality and user experience,
- Monitor system performance,
- Analyse user journeys and usage trends.

Analytics cookies collect information such as device information, pages visited and interaction data.

Analytics cookies are non-essential and will only be activated where you have provided your consent.

We use session replay technology to help us understand how users navigate and interact with our Client Area in order to identify usability issues and improve performance.

Session replay may record user interactions such as clicks, scrolls and navigation behaviour. Sensitive fields (such as passwords and payment details) are masked or excluded.

Session replay is treated as a non-essential analytics technology and is only enabled with your consent.

You may withdraw your consent at any time via the Cookie Settings.

7. Performance

Performance cookies are used to understand and analyse the key performance indexes of the website which helps in delivering a better user experience for the visitors.

8. Advertisement

Advertisement cookies are used to provide visitors with customised advertisements based on pages previously visited and to analyse the effectiveness of the ad campaigns.

9. Your consent

Strictly necessary cookies are essential for the operation of our Website and Client Area and do not require your consent.

All other cookies and similar technologies, including analytics, marketing and session replay technologies, will only be placed on your device where you have provided your prior consent through our Cookie Settings.

We do not rely on continued browsing as a form of consent.

You may accept all cookies, reject non-essential cookies, or manage your preferences at any time through the Cookie Settings available on our Website.

Refusing analytics or session replay cookies will not prevent access to the Website, although certain improvements and optimisation features may be limited.

10. Session Cookies

We use session cookies for the following purposes:

- To allow you to carry information across pages of our site and avoid having to re-enter information.
- For registration purposes to allow you to access stored information.
- Non-personal data for tagging purposes only (by random number).

11. Persistent Cookies

We use persistent cookies for the following purposes:

- To help us recognise you as a unique visitor (just a number) when you return to our website and to allow us to tailor content or advertisements to match your preferred interests or to avoid showing you the same adverts repeatedly.
- To compile anonymous, aggregated statistics that allow us to understand how users use our site and to help us improve the structure of our website.
- To internally identify you by account name, name, email address, customer ID, currency and location (geographic and computer ID/IP address).

- To differentiate users who are on the same network to enable us to correctly allocate Transactions to the appropriate account.
- Within research surveys to ensure you are not invited to complete a questionnaire too often or after you have already done so.

12. Third Party Cookies

Third parties serve cookies via this site. These are used for the following purposes:

- To serve advertisements on our site and track whether these advertisements are clicked on by users.
- To control how often you are shown a particular advertisement.
- To tailor content to your preferences.
- To count the number of anonymous users of our site.
- For website usage analysis.
- To provide analytics and session replay services through third-party providers for the purpose of improving website functionality and user experience.

Some analytics providers may process data outside the United Kingdom. Where this occurs, appropriate safeguards are implemented in accordance with UK data protection legislation.

Further information is available in our Privacy Policy.

13. Modifying or Disabling Cookies

If you change your mind in the future, and you would like to 'opt-out' of the cookies set by our website and trading platforms, this can be accomplished on a cookie-by-cookie basis through our Cookie settings. Please note that if you decide to modify or disable the cookies on our website, this may affect the website functionality and your user experience. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>. If you have specific concerns or questions regarding Cookies, please contact us at support@tickmill.co.uk

14. Use of Web Beacons

Some of our Web pages may contain electronic images known as Web beacons (sometimes known as clear gifs) that allow us to count users who have visited these pages. Web beacons collect only limited information which include a cookie number, time and date of a page view, and a description of the page on which the Web beacon resides. We may also carry web beacons placed by third party advertisers. These beacons do not track any personally identifiable information and are only used to track the effectiveness of a particular campaign.

15. Disclaimer



We retain the right to change this Cookie Policy at any time and will indicate the date the Cookie Policy was most recently updated. If there have been significant changes to our Cookie Policy, we will highlight any changes and will alert you where possible.