

Cookie Policy

Effective Date: 05/01/2026

Last Updated: 07/31/2026

This Cookie Policy explains how **BJS Distribution Couriers & Storage Services Inc.** ("BJS", "we", "our", or "us") uses cookies and similar technologies on:

<https://us.track.bjshomedelivery.com>

This Cookie Policy should be read alongside our Privacy Policy.

1. What Are Cookies?

Cookies are small text files placed on your computer, tablet or mobile device when you visit a website.

Cookies allow websites to:

- Remember your preferences
- Maintain secure sessions
- Improve website performance
- Analyse website usage
- Diagnose technical issues

Cookies do not typically identify you directly, but they may be linked to information associated with your delivery or your device.

2. Why We Use Cookies

We use cookies to:

- Ensure the website functions correctly
- Maintain website security
- Improve website performance
- Understand how visitors use our website

- Troubleshoot technical issues
- Improve the customer experience

We do **not** use cookies to deliver personalised advertising or cross-site behavioural advertising.

3. Categories of Cookies

Strictly Necessary Cookies

These cookies are essential for the operation of the website.

Without them, the website may not function correctly.

Examples include:

- Session management
- Security
- Fraud prevention
- Load balancing
- Website functionality

These cookies cannot be disabled through our Cookie Preferences because they are required for the website to operate.

Performance and Analytics Cookies

These cookies help us understand how visitors interact with our website.

Information collected may include:

- Pages visited
- Device type
- Browser type
- Approximate geographic region
- Time spent on pages
- Website performance
- Navigation behaviour
- Error reporting

This information is aggregated wherever possible and used solely to improve our services.

Functional Cookies

These cookies remember user preferences such as:

- Language
 - Accessibility settings
 - Cookie preferences
 - User interface settings
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4. Google Analytics 4

We use Google Analytics 4 ("GA4") to help us understand website performance and visitor behaviour.

Google Analytics may collect information such as:

- Device information
- Browser information
- Approximate location
- IP address (processed according to Google's privacy controls)
- Website interactions
- Referring website
- Session duration

Google Analytics does not provide us with personally identifiable information unless you voluntarily provide it elsewhere.

You can learn more about Google Analytics by visiting:

<https://policies.google.com/privacy>

You can opt out of Google Analytics by installing Google's browser add-on where available.

5. Microsoft Clarity

We use Microsoft Clarity to improve website usability and identify areas where customers may experience difficulties.

Microsoft Clarity may collect:

- Mouse movements
- Scroll activity
- Click behaviour
- Browser information
- Device information
- Session replay data
- Heatmaps

Sensitive form fields are masked before session recordings are created.

Clarity data is used solely to improve the performance, usability and reliability of our website.

Further information is available from Microsoft:

<https://privacy.microsoft.com>

6. Third-Party Cookies

Our website may use cookies provided by trusted third-party service providers involved in operating our website and analytics services.

These providers may include:

- Microsoft
- Google
- Cloud hosting providers
- Website infrastructure providers

We do not permit third parties to use cookies on this website for behavioural advertising.

7. Cookie Duration

Cookies remain on your device for varying periods depending on their purpose.

Some cookies expire when you close your browser.

Others remain for a defined period to remember your preferences or assist with website analytics.

8. Managing Cookies

Most web browsers allow you to:

- View cookies
- Delete cookies
- Block cookies
- Block third-party cookies
- Clear browsing data

Please note that disabling certain cookies may affect website functionality.

9. Cookie Preferences

Where available, you may manage your cookie preferences using our Cookie Preference Centre.

You may choose to:

- Accept all cookies
- Reject non-essential cookies
- Manage cookie categories individually

Your preferences may be updated at any time.

10. Global Privacy Control (GPC)

Where required by applicable law, we recognise browser-based Global Privacy Control (GPC) signals as a request to opt out of any applicable sale or sharing of personal information.

11. Do We Sell Personal Information?

No.

BJS Distribution Couriers & Storage Services Inc. does not sell personal information collected through this website.

We also do not knowingly share personal information for cross-context behavioural advertising.

Should this change in the future, this Cookie Policy and our Privacy Policy will be updated accordingly.

12. Changes to This Cookie Policy

We may amend this Cookie Policy from time to time.

Any changes will be published on this page together with the updated effective date.

13. Contact Us

If you have any questions regarding this Cookie Policy, please contact:

Privacy Officer

BJS Distribution Couriers & Storage Services Inc.

Email: privacy@bjshomedelivery.com

Customer Service:

customerservice.usa@bjshomedelivery.com

Telephone:

+1 (559) 372-2927

