

Cookie Policy

Last Updated: March 08, 2026

This Cookie Policy explains how Eastern Shore Web Services, L.L.C. ("we," "us," or "our") uses cookies and similar technologies on our website (<https://store.eshorews.com>).

We respect your privacy and device bandwidth. **We do not use third-party marketing, retargeting, or advertising cookies.** The technologies we use are strictly limited to what is necessary to secure your session, process your payments, and provide customer support.

1. What Are Cookies?

Cookies are small data files placed on your computer or mobile device when you visit a website. "First-party cookies" are set directly by our server. "Third-party cookies" are set by the essential service providers we partner with (like our payment gateways or live chat provider).

Cookies generally fall into two lifespan categories:

- **Session Cookies:** Temporary cookies that are deleted the moment you close your web browser.
- **Persistent Cookies:** Cookies that remain on your device for a set period to remember your preferences or verify your device on future visits.

2. The Cookies We Use and Why

Because we do not run ads or track your browsing across the internet, the cookies on our site are classified as **Strictly Necessary** or **Functional**. They cannot be disabled through our site, as the billing platform will not function without them.

Here are the specific service providers that utilize cookies on our platform:

A. Core System Cookies (Eastern Shore Web Services / WHMCS)

These are first-party cookies generated directly by our billing software.

- **Purpose:** They assign you a secure session ID, remember what hosting packages are in your shopping cart, protect our forms against Cross-Site Request Forgery (CSRF) attacks, and remember your interface preferences (like Dark Mode vs. Light Mode).
- **Duration:** Primarily temporary **Session** cookies, with interface preference cookies lasting up to 1 year.

B. Payment Processing & Fraud Prevention (Stripe, PayPal, MaxMind)

When you add items to your cart or initiate a checkout, our secure financial partners utilize cookies to protect your data.

- **Purpose:** Stripe, PayPal, and MaxMind use these micro-cookies to verify your device's "fingerprint," score the transaction for fraud risk, and ensure stolen credit cards are not being used on our network.
- **Duration:** Ranges from temporary **Session** cookies up to **1 to 2 years** for specific fraud-prevention device identifiers.

C. Network Security (Google reCAPTCHA)

We utilize Google's reCAPTCHA service on our login, registration, and support ticket forms.

- **Purpose:** These cookies (such as `_GRECAPTCHA` and `rc::a`) operate quietly in the background to analyze interaction patterns and distinguish human users from automated spam bots.
- **Duration:** Ranges from temporary **Session** cookies up to **6 months**.

D. Customer Support & Live Chat (Tawk.to)

We provide live chat widget functionality to assist you with sales or support questions.

- **Purpose:** Tawk.to sets functional cookies (like `twk_idm_key`) so that if you start a chat on our homepage and navigate to a checkout page, your chat window and conversation history remain active and do not disconnect.
- **Duration:** Ranges from temporary **Session** cookies up to **6 months**.

E. Domain Registration (Openprovider)

While our upstream registrar, Openprovider, primarily integrates with our platform via secure, backend server-to-server APIs (meaning they rarely drop traditional cookies directly into your web browser), specific session tokens may be securely routed to them during the checkout process to accurately provision your domain names and establish your legal ownership.

3. How to Manage or Clear Cookies

Because the cookies we use are essential for security and financial transactions, we do not provide a toggle banner to turn them off. If you block these cookies, you will not be able to log in or purchase hosting services.

However, you always have the ultimate control over your device. You can manually delete all cookies, or set your browser to automatically reject them, by adjusting your web browser settings

(typically found under the "Privacy and Security" or "Site Settings" menus in Chrome, Firefox, Safari, or Edge).

4. Contact Us

If you have questions about our use of cookies or our data practices, please contact us at: **Email:** support@eshorews.com **Address:** 22930 Fairgale Farm Ln, Chestertown, MD 21620, United States