

This cookie policy (“Cookie Policy”) describes how Upwork, our service providers, and other third parties uses cookies and other related technologies such as web beacons (pixels), log files, and SDKs (collectively referred to as “tracking technologies”) when you interact with us through the Site. When we say “Site”, we mean <http://www.upwork.com>.

You can update certain tracking technology preferences by changing the settings in your browser (more information on how to do this is provided below) or adjusting the settings by clicking the link labeled “Cookie Settings” at the bottom of the homepage.

We may modify this Cookie Policy from time to time, so please check back often for updates.

What are tracking technologies?

Below we describe the different types of tracking technologies we may use. Each of these tracking technologies could be a first-party or third-party technology. A tracking technology that is created by Upwork is a first-party tracking technology. The data a first-party tracking technology collects/stores is only directly accessible to Upwork. Third-party tracking technologies are created by domains (i.e. website) separate from Upwork. The data a third-party tracking technology collects/stores is accessible by a third-party, someone other than Upwork.

Cookies

Cookies are text files, containing small amounts of information, which are downloaded to your browsing device (such as a computer or smartphone) when you visit a website. Cookies can be recognized by the website that downloaded them, or by other websites that use the same cookies.

Web Beacons

Web beacons, tags, and tracking pixels are small pieces of code (such as JavaScript in a tag manager) or tiny 1x1 transparent images embedded in a website. They are used to enable certain Service functionality—like design elements—or to monitor user behavior across different websites and devices. These tools are often linked to social media features, such as a “like” button.

SDKs

A Software Development Kit or “SDK” represents a consolidated package of pre-existing code, enhancement tools, and guidance documents that can be installed and used to develop applications for a particular website.

Log Files

Log files are software-generated files containing data about the operations, activities, and usage patterns of an application, server, or IT system, such as what was done and at what time.

What are tracking technologies used for?

Our Service uses first-party and third-party tracking technologies for several purposes including helping us understand how the Service is being used, improving user experience such as letting you navigate

between pages efficiently and remembering your preferences, keeping our Service secure, providing advertisements that are relevant to you, enhancing our marketing efforts, and generally improving your browsing experience.

What types of cookies does Upwork use?

Upwork categorizes its tracking technologies based on the use case. The categories are as follows: Strictly Necessary, Performance, Functional, and Targeting.

Strictly Necessary

These tracking technologies are essential, as they enable you to move around the Site and use its features, such as accessing secure areas. Without these tracking technologies, some components of the services you have asked for such as payment submission can't be provided. These tracking technologies cannot be switched off in our systems, because they are necessary for functionality. While you can set your browser to block or alert you about these tracking technologies, if you block them, some or all parts of the Site may not function.

Performance

These tracking technologies collect information about how you use the Site, for example which pages you go to most often and if you get error messages from certain pages.

Functionality

These cookies allow the Site to remember choices you make (such as your username or the region you're in). For instance, the Site uses functional cookies to remember your language preference. These cookies can also be used to remember changes you've made to text size, font and other parts of pages that you can customize. They may also be used to provide services you've asked for such as watching a video or commenting on a blog. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

Targeting

These tracking technologies are used to deliver advertisements that are more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of an advertising campaign. They remember that you have visited a website and this information may be shared with other organizations such as advertisers. This means after you have accessed our Service Site you may see some advertisements about our services elsewhere on the Internet.

How long will tracking technologies stay on my browsing device?

If a tracking technology is stored on your device (e.g. a cookie), the length of time a tracking technology will stay on your browsing device depends on whether it is a “persistent” or “session” tracking technology. Tracking technologies with a “session” duration will only stay on your device until you stop browsing. Tracking technologies with a “persistent” duration will stay on your browsing device until they expire or are deleted.

How to control and delete certain tracking technologies through your browser

The browser you are using to view the Site may have the functionality to enable, disable or delete certain tracking technologies such as a cookie. To do this, follow the instructions provided by your browser (usually located within the “Help,” “Tools” or “Edit” functions). Please note that if you set your browser to disable these tracking technologies, you may not be able to access certain parts of the Site (e.g. to apply for a job or post a job. Other parts of the Site may also not work properly. You can find out more information about how to change your browser cookie settings at www.allaboutcookies.org.

Managing Tracking Technology Preferences

Removing Tracking Technologies From Your Device

If a tracking technology is stored on your device (e.g. a cookie), you may be able to delete them by clearing the browsing history of your browser. This will remove from your device all tracking technologies from all websites you have visited. Be aware though that you may also lose some saved data (e.g. saved login details, website preferences).

Generally Blocking Tracking Technologies

Most modern browsers provide settings which allow you to prevent tracking technologies from being placed on your device. If you decide to use these settings, please be aware that you may have to manually adjust some preferences every time you visit a website and our Service, and some services and functionalities of a website may not work properly at all such as login pages.

In addition, listed below are the links to the support documents on how to manage and delete cookies from the major web browsers. To note, we do not control these third-party cookies preferences and are not responsible for any choices you make using these programs or links or their continued availability or accuracy. If you are using any other web browser, please visit your browser’s official support documents.

Chrome: <https://support.google.com/accounts/answer/32050>

Safari: <https://support.apple.com/en-in/guide/safari/sfri11471/mac>

Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox?redirectslug=delete-cookies-remove-info-websites-stored&redirectlocale=en-US>

Internet Explorer: <https://support.microsoft.com/en-us/topic/how-to-delete-cookie-files-in-internet-explorer-bca9446f-d873-78de-77ba-d42645fa52fc>

Managing Service-Specific Tracking Technologies

You may update your tracking technology preferences on Upwork by clicking the “Cookie Settings” button at the bottom of the Site’s homepage.

Contacting Us

If you have any questions about this Cookie Policy, please contact us at

<https://support.upwork.com/home> or by mail addressed to Attn: Legal, 3490 S 4400 W #70008
West Valley City, UT 84120-9998, USA.