

## **COOKIE POLICY**

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## 1. About Us

This Cookie Policy (the "Policy") covers Coverys Services Limited, registered in England and Wales under company number 10792038 whose registered office is at Level 1, 25 Fenchurch Avenue, London EC3M 5DD.

References to 'we' or 'us' or 'our' are to Coverys Services Limited.

When using our websites, this Policy should be read alongside, and in addition to, the website terms and conditions and the Privacy Policy on the website.

## 2. What are Cookies?

A cookie is a small file placed onto your computer or mobile device by the web browser that enable features and functionality of that website. They are used to make websites work, or work more efficiently, and to provide information to site owners.

We use cookies for a variety of reasons, such as to: (1) keep your settings within a browsing session; (2) allow you to use our Sites more conveniently; (3) enable login; (4) speed up employee's searches; and (5) allow us to improve and update our Sites.

Transmitted cookie data or cookie storage does not grant us access to your computer or any information about you, other than the data you choose to share with us (through explicitly requested access or services).

We also work with third parties in providing you services through our websites and they may set a cookie on your computer as part of this arrangement. These cookies facilitate seamless access to areas of the Sites which are administered by the 3rd party or track usage to continuously improve our offering.

The majority of cookies are deleted as soon as you close your browser; these are known as session cookies. A session cookie is essential to ensure the correct functioning of our Sites. These are used to provide seamless access to areas of our Sites requiring additional authentication – or to track visit specific entries. The data contained within the cookie does not personally identify the user.

Persistent cookies are stored on your computer either until they are manually deleted, or they expire. These cookies are automatically cleared from the computer by the web browser upon expiration. We use persistent cookies to manage some secure login information when required to allow access to aspects of our Sites.

Individuals can opt in to accept or opt out to decline cookies via adjustment to their Web Browsers default behaviour. Most web browsers default to automatically accepting transmitted cookies and storing them locally. This behaviour can be modified within the Web

Browser configuration to decline cookies if you prefer. However, adjustment of these settings may prevent you from taking full advantage of our Sites features.

We further categorise cookies into System, Essential, Editor and Visitor types.

- System cookies are provided by the technology framework used to deliver our content to you, via the Web Browser.
- Essential cookies are required to allow some features of our Sites to work. These are strictly necessary cookies. They enable you to navigate our Sites and use features that are explicitly requested.
- Editor cookies are used during site administration
- Visitor cookies are used to track Site usage to help us improve the Sites offering.

A comprehensive list detailing the cookies in use by our Sites, their purpose, origin and retention policy is detailed at the end of this document. We reserve the right to update this list (together with the rest of this policy) from time to time – without notification.

### **3. Managing Your Cookie Choice**

A cookie is a small file placed onto your computer or mobile device by the web browser. Details on how cookies are managed by your Web Browser are available via the Help sections of your preferred Browsing program. Alternatively – the links below provide details on Web Browser specific cookie management for several the larger Web Browser programs:

Edge <https://support.microsoft.com/en-us/microsoft-edge/view-cookies-in-microsoft-edge-a7d95376-f2cd-8e4a-25dc-1de753474879>

Mozilla Firefox: <http://support.mozilla.com/en-US/kb/Cookies>

Google Chrome:

<http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647>

Safari: <http://support.apple.com/kb/PH5042>

Opera: <http://www.opera.com/browser/tutorials/security/privacy/>

### **4. What Sites do we operate and what cookies do we use?**

We make limited use of the site [www.coverys.com](http://www.coverys.com). However to review a list of the cookies that may be used together with a description of its purpose, please see the following table:

## Strictly Necessary Cookies: First-Party

Host	Name	Details
coverys.com	visid_incap_XXXXXX	Description: Incapsula DDoS Protectiona and Web Application Firewall: cookie for linking certain sessions to a specific visitor (visitor representing a specific computer). Used in order to identify clients that have already visited Incapsula. The only cookie that is persistent for the duration of 12 months. Lifespan: 1 year
coverys.com	incap_ses_*	Description: Incapsula DDoS Protectiona and Web Application Firewall: cookie for linking HTTP requests to a certain session (AKA visit). Re-opening the browser and accessing same site are registered as different visits. Used in order to maintain existing sessions (ie, session cookie) Lifespan: Session
coverys.com	_dc_gtm_UA-xxxxxxx	Description: This cookie is associated with sites using Google Tag Manager to load other scripts and code into a page. Where it is used it may be regarded as Strictly Necessary as without it, other scripts may not function correctly. The end of the name is a unique number which is also an identifier for an associated Google Analytics account. Lifespan: a few seconds
www.coverys.com	ARRAffinity	Description: This cookie is set by websites run on the Windows Azure cloud platform. It is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session. Lifespan: Session
clhrequest.coverys.com	.AspNetCore.	Description: Used to store authentication-related data Lifespan: 1 year
coverys.com	nlbi_XXXXXXX	Description: Links certain sessions to a specific visitor Lifespan: Session
coverys.com	visid_incap_XXXXXX	Description: Incapsula DDoS Protectiona and Web Application Firewall: cookie for linking certain sessions to a specific visitor (visitor representing a specific computer). In order to identify clients that have already visited Incapsula. The only cookie that is persistent for the duration of 12 months. Lifespan: 1 year
coverys.com	incap_ses_*	Description: Incapsula DDoS Protectiona and Web Application Firewall: cookie for linking HTTP requests to a certain session (AKA visit). Re-opening the browser and accessing same site are registered as different visits. Used in order to maintain existing sessions (ie, session cookie) Lifespan: Session
clhrequest.coverys.com	ARRAffinity	Description: This cookie is set by websites run on the Windows Azure cloud platform. It is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session. Lifespan: Session
clhrequest.coverys.com	.AspNetCore.Antiforgery	Description: .AspNetCore. Lifespan: Session
coverys.com	nlbi_XXXXXXX	Description: Ensures that user interactions with the website are routed to the correct destination Lifespan: Session
www.coverys.com	ASP.NET_SessionId	Description: General purpose platform session cookie, used by sites written with Microsoft .NET based technologies. Usually used to maintain an anonymised user session by the server. Lifespan: Session

## Performance Cookies: First-Party

Host	Name	Details
coverys.com	_hjFirstSeen	Description: Identifies a new user's first session on a website, indicating whether or not Hotjar's seeing this user for the first time.

		Lifespan: a few seconds
coverys.com	_ga	Description: This cookie name is associated with Google Universal Analytics - which is a significant update to Google's more commonly used analytics service. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the site's analytics reports. By default, it is set to expire after 2 years, although this is customisable by website owners.
		Lifespan: 2 year
coverys.com	_hjTLDTTest	Description: When the Hotjar script executes we try to determine the most generic cookie path we should use, instead of the page hostname. This is done so that cookies can be shared across subdomains (where applicable). To determine this, we try to store the _hjTLDTTest cookie for different URL substring alternatives until it fails. After this check, the cookie is removed. Lifespan: Session
coverys.com	__hstc	Description: This cookie name is associated with websites built on the HubSpot platform. It is reported by them as being used for website analytics.
		Lifespan: 5 months
coverys.com	_hjAbsoluteSessionInProgress	Description: This cookie is used by HotJar to detect the first pageview session of a user. This is a True/False flag set by the cookie. Lifespan: a few seconds
coverys.com	__hssrc	Description: This cookie name is associated with websites built on the HubSpot platform. It is reported by them as being used for website analytics.
		Lifespan: Session
coverys.com	_hjSessionUser_XXXXXX	Description: Hotjar cookie that is set when a user first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID. Lifespan: 1 year
coverys.com	_hjSession_XXXXXX	Description: A cookie that holds the current session data. This ensures that subsequent requests within the session window will be attributed to the same Hotjar session.
		Lifespan: a few seconds
coverys.com	__hssc	Description: This cookie name is associated with websites built on the HubSpot platform. It is reported by them as being used for website analytics. Lifespan: a few seconds
coverys.com	_gid	Description: This cookie name is associated with Google Universal Analytics. This appears to be a new cookie and as of Spring 2017 no information is available from Google. It appears to store and update a unique value for each page visited. _gid
		Lifespan: a few seconds
coverys.com	_gclxxxx	Description: Google conversion tracking cookie Lifespan: 2 months

### Functional Cookies: First-Party

Host	Name	Details
agentweb.coverys.com	__utmvXXXXXXXXXXXXXX	Description: Supports custom analysis in Google Analytics Lifespan: a few seconds
clhrequest.coverys.com	__utmvXXXXXXXXXXXXXX	Description: Supports custom analysis in Google Analytics Lifespan: a few seconds

customers.coverys.com	__utmxxxxxxxxxxxxxxxx	Description: Supports custom analysis in Google Analytics Lifespan: a few seconds
dashboard.coverys.com	__utmxxxxxxxxxxxxxxxx	Description: Supports custom analysis in Google Analytics Lifespan: a few seconds
www.coverys.com	CMSPreferredCulture	Description: Set by the Kentico CMS to identify the language of the page, stores a language-country code combination Lifespan: 1 year
coverys.com	hubspotutk	Description: This cookie name is associated with websites built on the HubSpot platform. HubSpot report that its purpose is user authentication. As a persistent rather than a session cookie it cannot be classified as Strictly Necessary. Lifespan: 5 months

### Functional Cookies: Third-Party

Host	Name	Details
spotify.com	sp_t	Description: This domain is owned by Spotify and enables the tracking of users and non-users across domains. Lifespan: 999 years
spotify.com	sp_landing	Description: This domain is owned by Spotify and enables the tracking of users and non-users across domains Lifespan: 2 years

### Targeting Cookies: First-Party

Host	Name	Details
www.coverys.com	__sharethis_cookie_test__	Description: Tracks which pages are being shared and by whom Lifespan: Session
coverys.com	_gat_UA-XXXXXX-X	Description: Google Analytics Cookies Lifespan: a few seconds
coverys.com	_gat_gtag_xxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Description: Google Analytics Lifespan: a few seconds

### Targeting Cookies: Third-Party

Host	Name	Details
postrelease.com	opt_out	Description: This domain is owned by Nativo. The company provides a range of marketing and advertising services. Lifespan: 1 year
youtube.com	VISITOR_PRIVACY_METADATA	Description: YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising to web visitors across a broad range of their own and other websites. Lifespan: 5 months
adnxs.com	anj	Description: This domain is owned by AppNexus Inc. The company provides a range of online advertising technology and services. Lifespan: 2 months
hubspot.com	__cf_bm	Description: This is a CloudFoundry cookie Lifespan: a few seconds
youtube.com	CONSENT	Description: YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising to web visitors across a broad range of their own and other websites.

		Lifespan: 1 year
adnxs.com	uuid2	Description: This domain is owned by AppNexus Inc. The company provides a range of online advertising technology and services.
		Lifespan: 2 months

### Other Cookies: First-Party

Host	Name	Details
www.coverys.com	ARRAffinitySameSite	Description: Set by websites running on Windows Azure Lifespan: Session
www.coverys.com	sa-user-id-v3	Description: Tracks visitor website activity Lifespan: 1 year
www.coverys.com	CMSLandingPageLoaded	Description: Indicates that the landing page has already been visited Lifespan: a few seconds
www.coverys.com	testcookie	Description: Used to preview campaign for production Lifespan: Session
coverys.com	_hjIncludedInSessionSample_xxx	Description: Determines if user is included in the data sampling defined by site's daily session limit Lifespan: a few seconds
coverys.com	capp_id	Description: Used to indicate device information Lifespan: Session
clhrequest.coverys.com	ARRAffinitySameSite	Description: Set by websites running on Windows Azure Lifespan: Session
coverys.com	cerosexperiencetracking	Description: Tracks analytics for Ceros Lifespan: 1 year
www.coverys.com	mobile-help-overlay	Description: Detects mobile activity and if a visitor has provided acceptance for the cookie banner Lifespan: a few seconds
customers.coverys.com	ORA_WWV_APP_120	Description: Used in performance analysis Lifespan: Session
agentweb.coverys.com	ORA_WWV_APP_101	Description: Used in performance analysis Lifespan: Session
coverys.com	_ga_XXXXXXXXXX	Description: Google Analytics cookie that aids in understanding visitor interactions Lifespan: 1 year
www.coverys.com	VisitorStatus	Description: Indicates if the visitor is new or returning Lifespan: 20 years
www.coverys.com	CMSUserPage	Description: Stores the DocumentID and NodeID of the last visited page Lifespan: a few seconds
www.coverys.com	CMSCsrCookie	Description: Stores security token used to validate form data submitted via POST requests Lifespan: Session
www.coverys.com	sa-user-id-v2	Description: Records information about your website activity Lifespan: 1 year
www.coverys.com	sa-user-id	Description: Records information about your website activity Lifespan: 1 year

### Other Cookies: Third-Party



Host	Name	Details
storygize.net	U	Description: Used by the Storygize platform to identify devices and serve advertising Lifespan: 1 year
platform-api.sharethis.com	__sharethis_cookie_test__	Description: Determines if a browser accepts cookies and instances of page sharing
		Lifespan: Session