PENSIONSYNC

Cookie Policy for PensionSync

September 2020

1. Policy

In addition to any information that you choose to submit to us, we or selected third parties may use a variety of technologies that store or access information already stored on your personal computer, laptop, tablet or mobile phone (each a 'device') whenever you visit or interact with the PensionSync Dashboard or SMT (referred to collectively below as "The PensionSync applications", or "the applications").

2. The information collection technologies

2.1 Cookies

A cookie is a text file placed on a device when a user visits a website, in this case one of the PensionSync applications.
Generally, we use cookies to remind us who the user is, to access user information stored on our computers and to help deliver a better and more personalised experience.

   a. The PensionSync applications use Application Insights, a web analytics service provided by Microsoft, Inc. ("Microsoft"). Application Insights uses "cookies", to help analyze how users use the PensionSync applications. The information generated by the cookie about your use of the PensionSync applications(including your IP address) will be transmitted to and stored by Microsoft on servers in the USA or Europe. Microsoft will use this information for the purpose of evaluating your use of the application, compiling reports on activity for PensionSync operators and providing other services relating to site activity and internet usage. Microsoft may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Microsoft's behalf.

b. The SMT uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", to help the SMT analyze how users use the site. The information generated by the cookie about your use of the SMT (including your IP address) will be transmitted to and stored by Google on servers in the USA. Google will use this information for the purpose of evaluating your use of the SMT, compiling reports on the SMT activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

2.2 ETag or entity tag

An opaque identifier assigned by a web server to a specific version of a resource found at a URL that acts as a form of device identifier. We do not use ETags.

3. Information about why we use these technologies

We use Cookie technologies for the following purposes:

Purpose	Information collected	Technology	Type/duration
Used to remember a user who is logged in.	The cookie contains the username and display name of a logged in user.	.AspNet.SharedCookie	First Party Session Expires after 60 minutes of inactivity
Anti-forgery token. It ensures that the person submitting the form is the one that loaded the form.	It holds no information about the user	__RequestVerificationToken .AspNetCore.Antiforgery Token	First Party Session Expires at end of session.
Tracking site visits	Anonymous device information. E.g. browser, OS	_ga	First Party Persistent Expires in 1 year.

Used to understand how users use the application.	Anonymous device information. E.g. browser, OS	ai_user and ai_session: Microsoft Azure Application Insights	First Party.
It prevents hints from showing for the same user if dismissed (SMT only)	It holds no information about the user	hintsCookie	First Party Persistent
It prevents the "Release notes Banner" from showing for the same session if dismissed (SMT only)	It holds no information about the user	bannerReleaseNotes	First Party Persistent
It prevents tours from showing for the same user if dismissed (SMT only)	It holds no information about the user	introCookie	First Party Persistent
Used for support chat (SMT only)	Retains some user details in order to retrieve chat history	Various chatlio	First Party Session Expires at end of session.
Used to get user timezone (SMT only)	Difference between UTC time and user's time in minutes	timezoneCookie	First Party.

4. Policy

In addition to any information that you choose to submit to us, we or selected third parties may use a variety of technologies that store or access information already stored on your personal computer, laptop, tablet or mobile phone (each a 'device') whenever you visit or interact with the PensionSync applications.

5. Third party collection of information

We have provided you with information above about the types of third party information storage or gathering techniques on the PensionSync applications. This Cookie policy does not apply to applications (apps), technologies or sites that are owned by and/or operated by other parties (such as app developers, third party advertisers or third party ad servers), even if they use our technology to store or collect data. This includes third parties that embed our technology in their apps or advertisements to facilitate download tracking or advertisement serving. We do, however, work with third parties to ensure that you are provided with the necessary information and are provided with the opportunity to make your choice. The relevant third party's terms of use, privacy policy, permissions, notices and choices should be reviewed regarding their collection, storage and sharing practices.

6. Your consent and your right to refuse the use of information collection technologies

We obtain your consent to our information collection technologies by providing you with transparent information in our privacy policy and providing you with the opportunity to make your choice. You have the right to object to the use of information collection technologies. Regular cookies may generally be disabled or removed by tools that are available as part of most commercial browsers, and in some but not all instances can be blocked in the future by selecting certain settings. Each browser you use will need to be set separately and different browsers offer different functionality and options in this regard. Also, these tools may not be effective with regard to Flash cookies or HTML5 cookies. For information on disabling Flash cookies go to Adobe's website (www.adobe.com). Please be aware that if you disable or remove these technologies some parts of the PensionSync applications will not work and that when you revisit the ability to limit cookies is subject to your browser settings and limitations.

PensionSync Ltd can be contacted here: https://www.pensionsync.com/support