



# AXA BREAKDOWN COOKIE POLICY

A cookie is a small data file (text file) that a website, when visited by a user, asks your browser to store on your device to keep information about you, such as your language preferences or login information.

AXA Partners collects and sets up 'internal' cookies during your visit to this website and also uses 'third party' cookies, which are cookies from a different domain than the website you are visiting, pursuant to the purposes described in the present policy.



## WHO COLLECTS YOUR PERSONAL DATA ON THIS WEBSITE?

**AXA Assistance UK Limited**, a company under the laws of United Kingdom, having its registered office at The Quadrangle, 106-118 Station Road, Redhill, Surrey RH1 1PR, acts as an independent data controller of your personal data processed in scope of this policy (which means that it determines the purposes and means of the processing of your personal data).

The independent data controller is referred to in this policy as "**AXA Partners**" or "**Data Controller**" or "**we**" or "**us**".



## HOW TO ACCEPT OR REFUSE COOKIES?

A cookie banner pops up as from your first visit to this website. This cookie banner enables you to, either:

- **Accept all optional cookies** which are not strictly necessary for the proper functioning of the website, or
- **Refuse all cookies** that are not strictly necessary to the proper functioning of the website, or
- **Access the Cookie Preference Centre to set up your choices** in terms of consent (meaning that you may select individually cookies you accept to drop while browsing event though they are not essential to the proper functioning of the website).

We will store your preferences, whether consent or refusal of cookies, for **3 months**. Once this period expired, the cookie banner will pop up gain for you to set up your preferences again. You can adjust the cookie settings at any time via Cookie Preference Centre in the website footer.



## ✓ IS COOKIE DEPOSIT MANDATORY?

The **strictly necessary** or **optional** character of each category of cookies is indicated at the very moment you are asked to grant (or deny) consent, either via the cookie banner at the occasion of your first visit to our website, or through the Cookie Preference Centre in the website footer.

The Cookie Preference Centre remains accessible **at any time in the footer** of the website but also by clicking **'Personalise my choices'** in the **cookie banner**.

Please note that by refusing optional cookies, some functions, pages and areas of the website may result unavailable, for which we cannot be held responsible.



## WHAT ARE THE CATEGORIES OF THE COOKIES DROPPED WHILE YOU ARE BROWSING AND WHAT ARE THEIR PURPOSES?

### FUNCTIONAL AND TECHNICAL COOKIES

#### (STRICTLY NECESSARY COOKIES)

These cookies are **necessary** for the **website to function** and **cannot be switched off** in our systems. They are usually **only set in response to actions** made by you to **request services**, such as setting your **privacy preferences, logging in or filling in forms**. You can set your **browser to block or alert you** about these cookies, but some parts of the website will not then work.

Cookie sub-group	Cookies description	Name of cookies used	Lifespan
First-party	This enables site owners to prevent cookies in each category from being set in the users' browser, when consent is not given.	OptanonConsent	3 months
First-party	This cookie is dropped once visitor received the information about cookies and closed the banner. It prevents the banner from popping up at every visit.	OptanonAlertBoxClosed	3 months
First-party	This is a session cookie that is used to identify a user's session on a website.	PHPSESSID	Browsing session
Third-party (doubleclick.net)	This cookie allows Google to record your preferences in order to deliver programmatic online advertising.	test_cookie	1 day
First-party	This cookie is part of the security module of the website. It validates domain cookies and qualify subdomain as well as the integrity of module frame or feature cookies and detects when the user session expires.	TSxxxxxxx	Session
First-party	This cookie is associated with sites using CloudFlare, used to speed up page load times	__cfduid	1 month



	and is used to override any security restrictions based on the IP address the visitor is coming from. It does not contain any user identification information.		
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### AUDIENCE MEASUREMENT COOKIES

These cookies allow us to **count visits** and **traffic sources** so we can **measure** and **improve** the **performance** of **our website**. They enable us to know **which pages** are the **most** and **least popular** and see **how** visitors **move around** the website. All information these cookies collect is aggregated. If you do not allow these cookies we will not know when you have visited our website and will not be able to monitor its performance.

Cookie sub-group	Cookies description	Name of cookies used	Lifespan
First-party	This cookie is used to distinguish unique users by assigning a randomly generated number as an identifier	_ga	13 months
First-party	This cookie is used to store and update a unique value for each page visited	_gid	1 day
First-party	This conversion cookie is used to track activity within the site according to the advertiser's settings.	_gclxxx	13 months
First-party	This cookie is used to generate statistical data on how the visitor uses the service.	_ga_xxxxx	13 months
Third-party (google.com)	This cookie is set by Google and is used to store user preferences and information, such as language preferences and customized search results.	_Secure-ENID	1 year

### TARGETING COOKIES

These cookies may be set **through our site** by our **advertising partners**. They may be used by those companies to **build a profile** of visitors' **interests** and show visitors **relevant adverts** on other sites. They **do not store** personal information that easily identifies you but are based on uniquely identifying visitors' **browser and internet device**. If visitors do not allow these cookies, visitors will experience less **targeted advertising**.

Cookie sub-group	Cookies	Cookies used	Lifespan
First-party	This cookie allows advertising partners to profile visitors' interests and show them relevant advertisements on other sites.	_gat_UA-	A few seconds



Third-party (doubleclick.net)	This cookie is used to provide ad delivery or retargeting.	IDE	1 day
Third-party (youtube)	This cookie collects data on users via videos integrated into the site. This data is combined with profile data from other Google services to display targeted advertising to site visitors.	CONSENT	1 day



### LIST OF OUR THIRD PARTY PROVIDERS

Some **features** of this website rely on **services** offered by **third-party providers**. If you **consent**, ('**opt-in**') these **third-party providers** will drop cookies that will, for instance, allow you to **visualize** content hosted by these third parties on our website and **share** our contents. These third parties may **collect** your browsing data and **use** the data collected via their cookies **for purposes they have determined** in accordance with **their privacy policy**. To exercise your rights on the data collected via third-party cookies or for any questions about their processing, you should contact their organizations directly. On this website, we use cookies from the following third parties:

Name of the third party	Cookie categories and their purposes	Privacy policy of the third party
Google	Audience Measurement	<a href="https://policies.google.com/privacy?hl=en">https://policies.google.com/privacy?hl=en</a>
Youtube.com	Targeting cookies	<a href="https://www.youtube.com/howyoutubeworks/our-commitments/protecting-user-data/">https://www.youtube.com/howyoutubeworks/our-commitments/protecting-user-data/</a>
doubleclick.net (Google)	Functional & Technical Cookies Targeting cookies	<a href="https://policies.google.com/privacy?hl=en">https://policies.google.com/privacy?hl=en</a>



### WHAT ARE YOUR RIGHTS RELATING TO YOUR DATA?

Dropping of cookies may imply the processing of your personal data. In such a case, and according to UK GDPR and any other applicable data protection requirements, you have rights you can exercise. Please consult our [Privacy Policy](#) to consult them.

Furthermore, you have the right to **withdraw consent** (« **opt-out** ») to the deposit of **optional cookies** dropped while the dropping of **optional cookies**.

**You may update your cookie settings at any time via the preference centre** available in the website footer.



### HOW TO CONTACT THE DPO TO ADDRESS ANY REQUESTS OR TO EXERCISE YOUR RIGHTS?



If you have any questions, complaints, or comments regarding this information notice or to exercise your rights listed above, please address them by sending an email to [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk). Your request will then be redirected accordingly to the relevant DPO. AXA Partners may ask you for additional information to confirm your identity and/or to assist locating the data you are seeking.



### **HOW TO MAKE A COMPLAINT TO A SUPERVISORY AUTHORITY?**

You have the right to raise concerns about how your personal data is being processed with a competent supervisory authority, in the Member State of your habitual residence, place of work or place where you think an alleged infringement to your rights occurred.

In the UK, the competent supervisory authority is the Information Commissioner's Office "The ICO" their website address is at the following link <https://ico.org.uk/>.

The list of data protection authorities in the European Union is available through the following link: [https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm).

For non-EU countries, please refer to the website of your local data protection authority.



### **UPDATE OF THE PRESENT POLICY**

AXA Partners may update this cookie policy from time to time in response to changes regarding cookies dropped while browsing this website.

This cookie policy was last updated on 06/12/2023.