

# COOKIES

Like most websites, [www.bic.services](http://www.bic.services) (hereafter "site") uses a standard technology called "cookies" to collect information that helps us improve your online experience and deliver personalized services.

## What is a "cookie"?

A "cookie" is a small text file identified by a name, which can be transmitted to your browser by a website on which you connect. Your browser will keep it for a certain period and send it back to the web server every time it reconnects. Cookies have multiple uses, and the following categories of cookies are usually distinguished:

- **Strictly necessary cookies**  
These cookies are essential to the correct functioning of the web site and cannot be disabled in our systems. They are usually only activated in response to actions you have taken and that corresponds to a service request, such as setting up your privacy preferences, logging in or filling out forms. You can set up your browser to block or be alerted to the use of these cookies. However, if you block this category of cookies - which does not store any personal data - some parts of the site will not work.
- **Functionality Cookies**  
These cookies improve the functionality and customization of our site, for instance for the use of videos and instant messaging services. They can be activated by us, or by third parties whose services are used on the pages of our website. If this category of cookies is not accepted, some or all these features may not work properly.
- **Performance Cookies**  
These cookies allow us to analyze the number of visits as well as the sources of traffic on our site to measure and improve its performance. They also help us identify the most or least visited pages and assess how visitors navigate on our site. All information collected by these cookies is aggregated and anonymized. If you disable these cookies, we will not know when you visited our site and will not be able to monitor its performance.
- **Cookies for targeted advertising**  
These cookies can be activated on our website by our advertising partners. They can be used by these companies to establish a profile of your interests and offer you relevant advertisements on other sites. They only work by identifying your browser and device (computer, tablet or phone). If you disable these cookies, the ads that will be offered to you when browsing other websites will be less targeted with regards to your interests.
- **"Social Network" Cookies**  
These cookies are enabled by the services offered on social networks that we have added to our site, so you can share our content with your networks and friends. They give us the opportunity to track your browsing on other sites and establish your profile depending on your interests. This can impact the content and messages posted on other websites viewed. If this category of cookies is not accepted, you are not going to be able to use, or even view these sharing tools.

## How do we use cookies on this site?

The cookies we use are designed to help us recognize you as a repetitive user of the site to offer you the most suitable and personalized service based on your profile, and to improve your experience during future visit.

The cookies we use cannot extract information stored on your hard drives to identify you other way than in the form of cookies.

We use cookies only to collect the information mentioned in this notice and, in no way, to collect personal data or information that allows you to be identified without your consent.

The cookies used on this site allow us to:

- to establish statistics in particular on the duration and volumes of your visits and on your use of the various elements present on our site (topics and content visited, routes) in order to improve the interest and ergonomics of our services. In this context, we can use Google Analytics or any other similar analytics tool. The information collected is aggregated and does not allow your identification. We can share the

information obtained with our developers and service providers working with us on the site. To learn more about Google Analytics please visit <http://www.google.com/analytics/learn/privacy.html>.

- to adapt the layout of our site to the preferences of the terminal you use (language used, display resolution, operating system, etc.) when visiting our site, depending on the hardware and software for viewing or reading that your device contains.
- to customize homepages by keeping track of the preferences you made during a previous visit to our site.
- to implement security measures, such as when you are asked to re-connect to a content or service after a certain period of time.
- to identify the sections you have visited, track your preferences, or track your progress through our web pages.
- or to remember information about a form you filled on our site to allow you to access dedicated and personal spaces of our site (your customer account) or to products, services or information that you have chosen on our site (content of a shopping cart).

Details of the cookies used by the site appear in the following table:

Cookie name	Holder	Objective	Duration*	Category
BlGipServerpool_dvt4bic	Web application	Ensure that requests from the same client are directed to the same pool member	Session	Functional
glide_user	Web application	Stores user information once logged	Session	Functional
glide_user_route	Web application	Defines which application server (or node) in the cluster you are going to	Session	Functional
glide_user_session	Web application	Maintain the user's session in the system	Session	Functional
JSESSIONID	Web application	Use for session management in J2EE web applications for HTTP protocol	Session	Functional

\*Data retention time

We may retain the information on your browsing history on our site for as long as it serves the purpose it is collected for. Cookies can be either session cookies or persistent cookies. Session cookies are cookies which are deleted when you close your internet browser. Persistent cookies stay in place after you have closed your browser, for example, a cookie which tracks whether you are a new or return visitor to the Website. Details on how long these cookies last for are set out in the above table.

### How to set up cookie preferences?

It is possible at any time to get information and set up cookies to accept or refuse them either globally or service by service. However, by rejecting some of the cookies your user experience can be lowered. Cookie preferences can be configured by accessing the cookie settings console.

You can also set up the browser so that cookies are stored in the terminal or, on the contrary, rejected, either systematically or according to their publisher. The configuration of the browser allows you to accept or reject cookies on an ad hoc basis before a cookie is likely to be registered in the terminal. The configuration of each browser is different and described in the browser help menu.

### How to set up cookies issued by third parties?

The issuance and use of cookies by third parties is subject to the privacy and/or cookie policies of the said third parties.

We are likely to integrate third-party software applications into our site to allow sharing of our content with other people or to inform others about the visit on our site or share the opinion on its content. This is particularly the case with the "Share" and "Like" buttons of social networks such as Facebook, Twitter, LinkedIn, etc.

Social networks providing these button apps can use such buttons to identify the user even if the button itself was not used during the visit to our site. Indeed, this type of button can allow the social network to track the navigation on our site, simply because the account on the social network was active on the device (open session) during the visit on our site.

We have no control over the processes used by social networks to compile information about visits of our site, or related personal data available to them. We invite you to read the privacy policies of these social networks to understand the purposes of collecting browsing information that they can compile through these buttons, especially about advertising. Social media policies should allow the individual choice by setting the parameters of each account.

Finally, you can log on to the [www.youronlinechoices.com](http://www.youronlinechoices.com) site, created by professional associations, and follow the instructions offered by this site to help you control, authorize or block cookies registered in the terminal you are using.

### Changes to the notice

This Cookies notice is subject to change at our discretion. You should periodically check this site for changes to this Cookies notice. All changes will be posted as soon as they come into effect. Your continued access to and/or use of the site after any such changes constitutes your acceptance of, and agreement to, this Cookies notice, as revised.

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