**Cookie statement – BlueDolphin**

Version 1.1 – November 2022

**What are cookies?**

A cookie is a simple, small file that is placed on your device when using our service BlueDolphin. A cookie is stored by your browser on the hard drive of your device. Some of these cookies are necessary for the service to work; others help us improve the service and make it more user-friendly. The information stored by the cookies can be sent back to our servers on a subsequent use of our service.

Cookies have many different functions. For example, they help us to remember your data (such as authentication data), other essential information and preferences. Cookies can also help us analyze our service.

We also use techniques similar to cookies, such as link tracking. In link tracking, certain elements are added to a URL so that we can recognize you. Hereafter, cookies and similar technologies will be referred to as “cookies”.

Certain cookies contain personal data. More information about which personal data we process exactly for which purposes can be found in our privacy statement at <https://valueblue.com/en/privacy-and-terms/>.

**What kind of cookies and other tracking technologies do we use?**

In general, our cookies and similar tracking technologies perform the following functions:

Essential / functional cookies

These cookies are essential to the core activity of our service and are automatically enabled when you use the service. We also store your permission settings in a cookie to remember this for future visits.

Specifically, we use the following essential / functional cookies:

***Azure Affinity Cookie***

*Who: valueblue.nl*

*Supplier of the cookie: Microsoft*

*Purpose: reducing server load by sending users to the right server*

*Cookies: ARRAffinity*

*Which personal data: your session ID*

*Retention period: during your visit (the session)*

*Type of cookie: functional*

***Intercom chat function***

*Who: valueblue.nl*

*Supplier of the cookie: Intercom*

*Purpose: allowing use of the Intercom chat function and allowing you to review earlier conversations*

*Cookies: intercom-id-whz92vok, intercom-nexus, intercom-session-whz92vok and Product\_store\_identifier*

*Which personal data: user-id*

*Retention period: intercom-id-whz92vok during 9 months, intercom-session during 1 week after login, intercom-nexus until the Intercom chat is closed and Product\_store\_identifier during 1 year*

*Type of cookie: functional*

***Reporting tool***

*Who: valueblue.nl*

*Supplier of the cookie: ValueBlue*

*Purpose: allow use of our Reporting Tool*

*Cookies: JSESSIONID and userLocale*

*Which personal data: your session ID*

*Retention period: JSESSIONID during your visit (the session) and userLocale during 1 day*

*Type cookie: functional*

Analytical cookies

These cookies help improve the performance of the service and provide a better user experience. This allows us to provide you with a high-quality experience by customizing our service and content and quickly identifying and resolving problems. For example, we use performance cookies to keep track of how the service is used and to determine why some pages are receiving error messages. The statistics and other reports cannot be traced back to individual persons.

Specifically, we use the following analytical cookies:

***Azure Application Insights***

*Who: valueblue.nl*

*Supplier of the cookie: Microsoft*

*Purpose: analyzing the use of our service to improve and secure our application*

*Cookies: ai\_user, ai\_session and VststSession*

*Which personal data: your session ID, how you use our service and if problems such as timeouts occur*

*Retention period: ai\_session during your visit (the session), VststSession during 1 year* *and ai\_user during 2 years*

*Type of cookie: analytical*

***DynaTrace***

*Who: valueblue.nl*

*Supplier of the cookie: DynaTrace*

*Purpose: measuring performance of our website to improve the website*

*Cookies: dtCookie, dtLatC, dtPC, dtSa, rxVisitor and rxvt*

*Which personal data: your session ID, BlueDolphin tenant name, IP-address, general location, version and resolution of the browser, ISP, duration of the session, which pages you visit and if problems such as timeouts occur*

*Retention period: during your visit (the session)*

*Type of cookie: analytical*

***Gravatar***

*Who: valueblue.nl*

*Supplier: Gravatar*

*Purpose: measuring the use of our website to improve our website*

*Cookies: region, country-code and is-logged-in*

*Which personal data: your region, country from where you use the service and if you’re logged in or not*

*Retention period: during 2 days*

*Type of cookie: analytical*

**Third parties**

Our services may contain buttons, widgets, tools or content that link to services of other companies (for example, a Facebook "Like" button or the "Share" button). We may collect information about your use of these features. In addition, when you see or use these buttons, tools or content, certain information may be automatically sent to the other company. Read that company's privacy policy for more information.