











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 of « fe.axa-assistance.be ».



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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 the website « fe.axa-assistance.be ». This privacy policy was last updated on 10/07/2023.



WHO ARE THE DATA CONTROLLERS OF YOUR PERSONAL DATA?

INTER PARTNER ASSISTANCE, NV whose registered office is at Boulevard du Régent 7, B-1000 Brussels, registered with the Banque-Carrefour des Entreprises under no. 0415.591.055, acts as an independent data controller of your personal data (it 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**".



WHAT ARE YOUR RIGHTS RELATING TO YOUR DATA?

It is possible that the deposit of these cookies involves the processing of personal data. In such a case, and in accordance with the RGPD, you have rights concerning them. To find out about them, please refer to the [Privacy Policy](#).

In addition, you have the right to withdraw your consent ("opt-out") to the deposit of optional cookies. You can modify your preferences at any time for all or some of the cookies deposited via the Cookies Preference Center at the bottom of the page.



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 dpo.bnl@axa-assistance.com. 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.

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



WHAT ARE THE CATEGORIES OF THE COOKIES DROPPED WHILE YOU ARE BROWSING OUR WEBSITE 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	Cookies used	Lifespan
Internal Cookie	This cookie is used to identify a user's session when logging in to their account.	SessionId	0 Days
Internal Cookie	This cookie is set by the cookie compliance solution from OneTrust. It stores information about the categories of cookies the site uses and whether visitors have given or withdrawn consent for the use of each category. This enables site owners to prevent cookies in each category from being set in the users browser, when consent is not given. The cookie has a normal lifespan of one year, so that returning visitors to the site will have their preferences remembered. It contains no information that can identify the site visitor.	OptanonConsent	365 Days
Internal Cookie	This is Technical cookie used in authentication process.	HWCPortal.Auth	0 Days
Internal Cookie	This cookie is set by websites using certain versions of the cookie law compliance solution from OneTrust. It is set	OptanonAlertBoxClosed	365 Days



	after visitors have seen a cookie information notice and in some cases only when they actively close the notice down. It enables the website not to show the message more than once to a user. The cookie has a one year lifespan and contains no personal information.		
Internal Cookie	This is an anti-forgery cookie set by web applications built using ASP.NET MVC technologies. It is designed to stop unauthorised posting of content to a website, known as Cross-Site Request Forgery. It holds no information about the user and is destroyed on closing the browser.	__RequestVerificationToken__	0 Days
Internal Cookie	These cookies are part of the security module of the website. They validate domain cookies and qualify subdomain as well as the integrity of module frame or feature cookies and detects when the user session expires.	TSxxxxxxxxxx	0 Days

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	Cookies used	Lifespan
Internal Cookie	This cookie name is associated with Google Universal Analytics - which is a	_ga	730 Days



	<p>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 sites analytics reports. By default it is set to expire after 2 years, although this is customisable by website owners.Used to distinguish users by Google Analytics – third-party analytics cookies: google analytics for statistical purposes.</p> <p>Type of data processed: IP addresses. To maximize the privacy of users / visitors, we use the “masking IP” feature, which imposes on the system the darkening of the last 8 digits of the IP address of the user / visitor before any type of processing is performed, making in fact the analyzed</p> <p>Purpose: to collect information, in aggregate form, on the number of users and on how they visit our site, to process statistics.</p>		
Internal Cookie	This cookie keeps track of the status of the session.	_ga_ xxxxxxxx	729 Days



HOW TO ACCEPT OR REFUSE COOKIES?

A cookie banner pops up as from your first visit of the website « fe.axa-assistance.be ». 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,
- **Access the Cookie Preference Center to set up your choices** in terms of consent (meaning that you may select individually cookies you accept to drop while browsing even though they are not essential to the proper functioning of the website).

We will store your preferences, whether consent or refusal of cookies, for **12 months**. Once this period expired, the cookie banner will pop up again for you to set up your preferences again. You can adjust the cookie settings at any time via the preference center in the 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 center.

The Cookie Preference Center' remains accessible **at any time in the footer** of the website but also by clicking '**Personalize 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.