

# Cookie Policy

## General

This cookie policy describes VSware's ("we", "us", "our") use of cookies when you visit our website. If you have any questions about our use of cookies that are not answered by the information below, please contact us on [support@vsware.ie](mailto:support@vsware.ie).

## What are cookies and why do we use them?

Cookies are small text files that are stored on your device when you visit a website. Cookies help the website remember information about your visit to improve the website's functionality and display more personalised and useful content.

When you visit our website, we install certain cookies on your device that are necessary for the functionality of the website. Subject to your consent, we may also use cookies or other tracking tools to collect information about your device and your interaction with our website. Currently, we use such non-essential cookies for the following purposes:

- Improving the functionality of the website
- Analysing the use of our website
- Marketing

At the bottom of this cookie policy, you will find a complete list of the cookies we use and the purposes we use them for.

## Does our use of cookies involve processing of personal data?

Depending on which cookies you have given us your permission to store on and retrieve from your device, our use of cookies may include processing of your personal data. All processing of personal data is subject to security and privacy standards enshrined in the applicable data protection legislation. You can read more about our processing of your personal data in our privacy statement.

## How can you manage or delete cookies?

You can, at any time, withdraw your consent to our use of cookies that are not strictly necessary for the functioning of the website. Please note that cookies allow us to give you the best possible experience on our website and that blocking cookies will affect the website's performance.

If you want to withdraw your consent, or otherwise manage your cookie preferences, you can easily do so by clicking on the icon in the bottom-left corner.

## What cookies do we use?

### Strictly necessary cookies

Strictly necessary cookies make our website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

Name	Purpose	Optional	Retention time*	Recipient
Authorization	<b>Authorization</b>	No	3 hours	1st party
refresh_token	<b>Authorization</b>	No	3 hours	1st party
JSESSIONID	<b>Authorization</b>	No	Session	1st party
AWSALBCORS	<b>Authorization</b>	No	1 Week	1st party
AWSALB	<b>Load Balancing</b>	No	1 Week	1st party

### Analytical cookies

Analytical cookies allow us to analyse traffic sources so we can measure and improve the performance of our site. Analytical cookies enable us to see how visitors move around the website. All information these cookies collect is aggregated and therefore anonymous.

Name	Purpose	Optional	Retention time*	Recipient
NPS_EU-9e03aeb1_last_seen	<b>InMoment</b>	Yes	3 Months	3rd party

_ga	<b>Google Analytics</b>	<b>Yes</b>	<b>400 days</b>	<b>3rd party</b>
_gid	<b>Google Analytics</b>	<b>Yes</b>	<b>24 hours</b>	<b>3rd party</b>

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