Attend Anywhere Cookie Policy

Attend Anywhere is a subsidiary of Induction Healthcare Group Plc whose registered office is at: c/o Pinsent Masons, 30 Crown Place, Earl Street, London, EC2A 4ES.

In this document, "we", "us" or "our" always means Induction Healthcare.

This Cookie Policy provides you with information about how Attend Anywhere uses cookies for the operation of our platform.

About cookies

Cookies and other tracking technologies are comprised of small bits of data or code that often include a de-identified or anonymous unique identifier. Websites, apps and other services send this data to your browser (on your computer or mobile device) when you first request a web page and then store the data on your computer so that such websites, apps and other services can access information when you make subsequent requests for pages from that service. They are widely used in order to make websites work, or work in a better, more efficient way. For example, they can recognize you and remember important information that will make your use of a website more convenient (e.g., by remembering your user preferences).

We use the cookies listed below to assist in providing the best possible service to you. Some cookies are used in order to collect system, analytical and diagnostic information required to assist us monitor and improve the performance of our products. You should be aware that any preferences will be lost if you delete cookies and many websites will not work properly or you may not be able to access the core functionality of Attend Anywhere. We do not recommend turning cookies off when using Attend Anywhere for these reasons.

Types of cookies

The following cookies are currently being used by Attend Anywhere

Essential cookies. These are cookies that are required for the operation of the product or service.

Non-Essential cookies. None

The cookies used by Attend Anywhere

You can find more information about the individual cookies we currently use and the purposes for which we use them in the tables below:

Essential Cookies

Caller Entry (Callers)

The following table lists the Caller Entry storage details for Regular Consultations and Group Consultations:

Applicable to	Name	Storage	Duration	Provenance	Description
All	analyticsStatus	Local	-	First party	Ensures analytics status
All	AWSALB	Cookies	7 days	Third party	Ensures users stay on the correct server
All	AWSALBCORS	Cookies	7 days	Third party	Ensures users stay on the correct server
All	callExperienceSessionToken	Local	-	First party	User session token
All	cookieBanner	Local	Till browser tab open/active	First party	The user's choice of cookie options
All	cookieBanner	Session	Till browser tab open/active	First party	The user's choice of cookie options
All	io	Cookies	24 hours	First party	Ensures users stay on the correct server
All	isInCall	Local	-	First party	User is in a call
All	ceQueuedEvents	Local	-	First party	Queue events for application errors

Applicable to	Name	Storage	Duration	Provenance	Description
All	ssuid	Cookies	24 hours	First party	.NET Users Session ID
All	sub-xxxuuid	Local	24 hours	First party	Real time subscription information
All	testPassed	Session	24 hours	First party	Ensure device checking tests passed
All	ceUnsentEvents	Local	24 hours	First party	Queue unsent application error events
All	uuid	Session	24 hours	First party	User ID for application error monitoring
All	vcmJwtToken	Cookies	24 hours	First party	User Session Authentication token
All	currentState	Session	Till browser tab open/active	First party	Current state of Xstate and context values including user details
All	networkType	Session	Till browser tab open/active	First party	Network type for application error monitoring
All	orgNetworkId	Session	Till browser tab open/active	First party	Organisational id for application error monitoring
Group Consultations	jitsiLocalStorage	Local	-	First party	Different settings related to Jitsi

Applicable to	Name	Storage	Duration	Provenance	Description
Group Consultations	gcSessionToken	Local	-	First party	Session token for Group Consultations
Group Consultations	token	Local	-	First party	Needed for authentication
Group Consultations	gcAuthToken	Local	-	First party	Needed for authentication
Group Consultations	GCCallerAdded	Session	Till browser tab open/active	First party	To note if the caller attempts to call again
Group Consultations	sessionData	Session	Till browser tab open/active	First party	Caller preference
Group Consultations	termsExpiry	Session	Till browser tab open/active	First party	Limits user time for terms and policy
Group Consultations	connectionId	Session	Till browser tab open/active	First party	Needed for Communication
Group Consultations	gcRoomId	Session	Till browser tab open/active	First party	Jitsi consultation room identifier for application error monitoring

Call Screen (Service Providers and Callers)

The following table lists the Call Screen storage details for Regular Consultations and Group Consultations:

Applicable to	Name	Storage	Duration	Provenance	Description
Regular Consultations	analyticsStatus	Local	-	First party	Ensures analytics status
Regular Consultations	AWSALB	Cookies	7 days	Third party	Ensures users stay on the correct server
Regular Consultations	AWSALBCORS	Cookies	7 days	Third party	Ensures users stay on the correct server
Regular Consultations	blurEnabled	Local	-	First party	State of the service provider's blur feature
Regular Consultations	callExperienceSessionToken	Local	-	First party	User session token
Regular Consultations	conferenceId	Session	Till browser tab open/active	First party	The ID of the current call
Regular Consultations	cookieBanner	Local	-	First party	The user's choice of cookie options
Regular Consultations	cookieBanner	Session	Till browser tab open/active	First party	The user's choice of cookie options
Regular Consultations	io	Cookies	24 hours	First party	Ensures users stay on the correct server
Regular Consultations	isInCall	Local	24 hours	First party	The user's call status

Applicable to	Name	Storage	Duration	Provenance	Description
Regular Consultations	isMicEnabled	Session	Till browser tab open/active	First party	State of microphone
Regular Consultations	isVideoEnabled	Session	Till browser tab open/active	First party	State of video camera
Regular Consultations	queuedEvents	Local	-	First party	Queue events for application errors
Regular Consultations	savedVideo	Session	Till browser tab open/active	First party	User preference for Call Screen camera
Regular Consultations	serverClientTimeDiffMilliSeconds	Local	-	First party	Allows more accurate usage of the application
Regular Consultations	ssuid	Cookies	24 hours	First party	.NET Users Session ID
Regular Consultations	sub-xxxuuid	Local	-	First party	Real-time subscription information
Regular Consultations	subscribeKey	Local	-	First party	Real-time update subscription information
Regular Consultations	termsExpiry	Session	Till browser tab open/active	First party	Ensure the user session expired and is redirected to the correct window

Applicable to	Name	Storage	Duration	Provenance	Description
Regular Consultations	testPassed	Session	-	First party	Ensure device checking tests passed
Regular Consultations	token	Local	-	First party	User Session Authentication token
Regular Consultations	unsentEvents	Local	-	First party	Queue unsent application error events
Regular Consultations	uuid	Session	-	First party	User ID for application error monitoring
Regular Consultations	vcmJwtToken	Cookies	24 hours	First party	User Session Authentication token
Group Consultations	gcSessionToken	Local	24 hours	First party	Needed for authentication
Group Consultations	token	Local	24 hours	First party	Needed for authentication
Group Consultations	gcAuthToken	Local	24 hours	First party	Needed for authentication
Group Consultations	jitsiLocalStorage	Local	24 hours	First party	Different settings related to jitsi
Group Consultations	currentState	Session	Till browser tab open/active	First party	User state management

Applicable to	Name	Storage	Duration	Provenance	Description
Group Consultations	connectionId	Session	Till browser tab open/active	First party	Needed for Communication
Group Consultations	qs	Session	Till browser tab open/active	First party	User state management
Group Consultations	language	Local	-	Third party	UI language
Group Consultations	features/base/settings	Session	Till browser tab open/active	Third party	Stores persistent settings between sessions. Additionally, contains the display name of the participant and possibly the email address.
Group Consultations	features/dropbox	Session	Till browser tab open/active	Third party	Stores dropbox tokens. Not used when recordings are saved through webhooks with their download URL.
Group Consultations	features/virtual-background	Local	-	Third party	Persisted settings related to selected virtual background
Group Consultations	endpointID	Session	Till browser tab open/active	Third party	callstats endpointID

Applicable to	Name	Storage	Duration	Provenance	Description
Group Consultations	features/welcome	Local	-	Third party	Persisted settings related to welcome page. Not needed for JaaS
Group Consultations	csio_auth_data	Session	Till browser tab open/active	Third party	callstats auth data (jwt)
Group Consultations	features/prejoin	Local	-	Third party	Persistent settings related to prejoin screen
Group Consultations	features/calendar-sync	Local	-	Third party	Persisted settings when syncing a calendar. Not applicable for JaaS
Group Consultations	features/base/known-domains	Local	-	Third party	List of known domains. Not applicable to JaaS
Group Consultations	features/recent-list	Local	-	Third party	Persisted list of recently joined meetings.
Group Consultations	features/video-quality-persistent-storage	Local	-	Third party	Persists the user-selected video quality between sessions.
Group Consultations	csioPctResults	Session	Till browser tab open/active	Third party	Callstats.io data

Applicable to	Name	Storage	Duration	Provenance	Description
Group Consultations	jitsiMeetId	Local	-	Third party	Unique ID (GUID) identifying a device (e.g., a browser)

Management Console (Service Providers and Administrators)

The following storage details apply to both Regular Consultations and Group Consultations:

Name	Storage	Duration	Provenance	Description
serverClientTimeDiffMilliSeconds	Local	24 hours	First party	Allows more accurate usage of the application
queuedEvents	Local	24 hours	First party	Queue events for application errors
sub-xxxuuid	Local	24 hours	First party	Real-time subscription information
subscribeKey	Local	24 hours	First party	Real-time update subscription information
token	Local	24 hours	First party	User Session Authentication token
unsentEvents	Local	24 hours	First party	Queue unsent application error events
vcmJwtToken	Cookies	24 hours	First party	User Session Authentication token
startDateForReport	Local	-	First party	Report setting management
endDateForReport	Local	-	First party	Report setting management

Name	Storage	Duration	Provenance	Description
minConsultationDur -{Id}	Local	-	First party	Consultation Management
minMeetingDur -{Id}	Local	-	First party	Meeting Management
userWantedPage	Local	-	First party	User navigation support
userWantedPage	Session	Till browser tab open/active	First party	User navigation support
WAITING_AREA_NEW_CALLER_JOINED {Id}	Local	-	First party	User Alerts

Non-Essential Cookies

None

How to change the cookie settings

There are a number of different ways in which you can block cookies, including by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all or some cookies (including essential cookies) you may not be able to access all or parts of our platform.

More information on adjusting your settings or preferences for Cookies is set out in the support page for your browser or you can find instructions on this at www.allaboutcookies.org.

Who to contact?

Please contact dpo@inductionhealthcare.com if you have any questions about this cookie policy or the information that is held about you by Induction Help.

This policy was updated on 7 March 2024. This policy may be changed from time to time to reflect any changes to the use of cookies on our platform.