



COOKIE POLICY

## 1. INTRODUCTION

MeDirect Bank SA uses cookies to make your online experience easier. With cookies, we can keep you signed in, remember your site preferences, and show you relevant content. In this cookie policy we are providing information about the different cookies and how they are used on MeDirect Bank SA.

## 2. WHAT ARE COOKIES?

Cookies are small pieces of text that are stored on the hard drive of your computer, tablet or mobile phone by your browser. You can control how websites use cookies by configuring your browser's privacy settings. Learn more about cookie controls at the bottom of this page.

## 3. WHAT ARE COOKIES USED FOR?

To enhance your user experience, MeDirect Bank SA uses cookies for the purposes described below:

- Keeping track of information you have provided to us — for example when filling out a form and proceeding to the next step, the website remembers what you have done in the previous step.
- Remembering your preferences or where you left off in your use of the website
- Measuring your use of the website so that we can improve them, tailor our websites to your likely interests
- Understanding your likely interests so we can provide you more relevant ads and content on non-MeDirect Bank SA websites and in non-MeDirect Bank SA apps

## 4. WHICH COOKIES ARE USED?

### First party Cookies (essential cookies)

These are cookies created by MeDirect and will enable you to use our website in an optimal way.

Cookie	Purpose	Duration	Type
Warningcookie	Remembers if you have read and closed the information bar with our cookie policy.	Persistent	Functionality
ASP.NET_SessionId	Ensures that the site will remember what you have done (for example when filling out a form and proceeding to the next step, the website remembers what you have done in the previous step).	Session	Experience
RequestVerificationToken	A security cookie to prevent "cross-site request forgery". This is an attack in which an active web session can be misused for malicious purposes	Session	Necessary
lesessionid,	Remembers your active session on the MeDirect platform for internet banking.	Session	Experience

iesessionsecureid, webchannel			
MeDirect medirect_cookie, _mls, optimizedlyEndUserId	Remembers your active session on the MeDirect investment platform.	Session	Experience
smct_session	Remembers your active session on the MeDirect investment platform. These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR	Session	Necessary
_iub_cs-97708747	The number at the end varies based on the ID of the cookie policy. These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR.	1 year	Necessary
_gat_iubenda_consent_giv en_purpose_2	The number at the end varies based on the consent given These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR.	Session	Necessary
__veroc4, smc_spv	These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR.	Session	Necessary
pk_id.1.04aa, _pk_id.10.10f8, country, locale, smc_tag	These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR	1 year	Necessary
pk_ses.1.04aa, _pk_ses.10.10f8	These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR.	1 year	Necessary
smc_not, smc_sesn, smc_tpv, smc_uid	These cookies are in relation to cookie policy management for the Bank to be compliant with GDPR	10 years	Necessary
luigiCookie	Checks the browser capabilities	Session	Functionality
TS*	Cookie added by load balancer		Functionality

### Third party cookies (optional cookies)

These are cookies created by other companies. They enable us to track the use of the website and to analyze, evaluate and improve the effectiveness of marketing campaigns. The following Third party cookies are used by MeDirect:

Cookie	Purpose	Duration	Type
Google Analytics and Cisco AppDynamics _ga, _gid, _gat, _gcl_au, _dc_gtc_UA-*	Enables us to keep statistics on the use of our website so we can keep improving our services and website. We will retain and evaluate information on your recent visits to our website and how you navigate different sections of our website for analytics purposes to understand how people use our website so that we can make it more intuitive.	Persistent	Measurement
Bing MUID , ANONCHK, SM, SRM_B, _clck, _clsk, _uetsid, _uetvid	Microsoft User Identifier tracking cookie used by Bing Ads	Persistent	Marketing
LinkedIn OptanonConsent, ser_app, utag_main, ajs_anonymous_id, lang, bcookie, lidc, li_gc, AnalyticsSyncHistory	Used to authenticate Members and API clients on LinkedIn. ( <a href="https://www.linkedin.com/legal/l/cookie-table">https://www.linkedin.com/legal/l/cookie-table</a> )	Persistent	Marketing
Optimizely optimizelyBuckets, OptimizelySegments, optimizelyPendingLogEv	Cookie to aid in testing of performance and segmentation of clients	6 months	Measurement
Appdynamics OptanonConsent, ser_app, utag_main, ajs_anonymous_id, ADRUM, ADRUM_BTa, ADRUM_BT1	AppDynamics - browser performance management tool uses these cookies to collect web performance data	Persistent	Measurement
Medirect md_client	Anonymously checks if a user is also a client	Persistent	Experience
MeDirect .AspNetCore.Culture, .AspNetCore.Session, .AspNetCore.MVC.*,AspNet Core.Antiforgery.<>	Determines the settings used to create the antiforgery cookies.	Session	Functionality
Medirect luigiCookie	Checks the browser cookie capabilities	Session	Functionality

<p>Google</p> <p>DV, NID, CONSENT, 1P_JAR</p>	<p>These cookies are used to collect information about how visitors use our Site. We use the information to compile reports and to help us improve the Site.</p> <p>The cookies collect information in an anonymous form, including the number of visitors to the Site, where visitors have come to the Site from and the pages they visited. If you do not allow these cookies we will not be able to include your visit in our statistics. You can read the full Google Analytics privacy policy at: <a href="http://www.google.com/policies/privacy/">http://www.google.com/policies/privacy/</a>.</p>	Persistent	Measurement
<p>AdForm</p> <p>cid, uid,</p>	<p>This cookie enables us to show advertisements – Persistent tailored to your interests – on third party websites based on the pages you visited on the MeDirect website – and to measure the impact of those advertisements on our website</p>	Persistent	Marketing
<p>Awin</p> <p>_aw_m_(property id)</p> <p>aw (property id)</p>	<p>This cookie enables us to measure the impact of MeDirect advertisements shown on third party websites under the AWIN Affiliate Network.</p>	Persistent	Marketing
<p>DoubleClick.net</p> <p>IDE, test_cookie, Id</p>	<p>Used to store information about how the user uses the website to present them with relevant ads.</p>	1 year	Marketing
<p>Facebook</p> <p>_fdp, fr</p>	<p>This cookie is set by Facebook to display advertisement when on a digital platform powered by facebook</p>		Marketing
<p>Hotjar</p> <p>_hj*</p>	<p>Hotjar cookies start with “_hj” followed by text to define what they are used for, hotjar is used to track client activity to help enhance the website experience</p>		Experience
<p>ubvs , ubpv, ubvt</p>	<p>This cookie stores identifiex and helps with A/B testing</p>		Experience
<p>Wordpress</p> <p>Elementor</p>	<p>Allows updating of website in realtime</p>		Experience
<p>Youtube</p> <p>YSC, VISITOR_INFO1_LIVE, yt-remote-device-id, yt-remove-connected-devices, yt.innertube::requests, yt.innertube::nextid, CONSENT</p>	<p>Set by youtube to track views of videos from youtube, preferences and bandwidth</p>		Measurement

Media Innovation group	Cookie used to identify site on a client revisit		Experience
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## 5. HOW LONG DO COOKIES EXIST?

Temporary (session): those cookies are only temporary and erased when a user closes a browser.

Persistent: Those cookies that remain on the users' computer, tablet or smartphone for a predesignated period of time.

Cookie	Purpose	Duration	Type
Sizmek r1, bs.serving-sys.com	This cookie enables us to measure the impact of MeDirect advertisements shown on third party websites.	Persistent	Measurement
Optimizely optimizelyEndUserId, optimizelyBuckets, optimizelySegments optimizelyPendingLogEvents	This cookie can show different versions of the same webpage, enabling us to test what is most clear and optimise our web pages for a better browsing experience.	Persistent	Experience
CrazyEgg _ceg.s, _ceg.u, _ceir	With this cookie we can see which parts of our web pages receive the most attention. Based on this data we can improve our website.	Persistent	Experience
Hotjar _hjid, _hjAbsoluteSessionInProgress, _hjTLDTest, _hjIncludedInSessionSample, _hjIncludedInPageviewSample	With this cookie we can see which parts of our web pages receive the most attention. Based on this data we can improve our website.	Session	Experience
Test_cookie DoubleClick.net	This cookie is set by DoubleClick (which is owned by Google) to determine if the website visitor's browser supports cookies.	Persistent	Measurement
Facebook fr,...	This cookie enables us to show advertisements on Facebook – tailored to your interests – based on the pages you visited on the MeDirect website – and to measure the impact of those advertisements on our website.	Persistent	Marketing
Google Tag Manager _dc_gtm_UA(id property)	This cookie enables us to easily manage and load other scripts and code on a page. Without this cookie, other scripts cannot function properly.	Persistent	Functionality
TopCompare Dc_lat Dc_rdid	This cookie is used for conversion tracking with regards to an affiliate partnership.	Session	Measurement

## 6. CONTROL OF COOKIES

In the 'Privacy and Security' settings of your browser you can choose to delete or disable all cookies from your computer. All browser settings are slightly different, so to manage cookies, you should refer to the relevant

settings within your browser. Keep in mind that certain features of the website may no longer work properly when disabling cookies.

You can also set your browser to only allow the essential cookies, such as cookies that are necessary in order to use our online banking services. Here are some useful resources that provide detailed information about types of cookies:

[www.aboutcookies.org](http://www.aboutcookies.org)

[www.allaboutcookies.org](http://www.allaboutcookies.org),

Below are the links to how a number of popular Browser individually use cookies and how you can manage your cookie preferences:

[Apple Safari](#)

[Google Chrome](#)

[Microsoft Edge](#)

[Mozilla Firefox](#)

[Opera](#)

[Android \(Chrome\)](#)

[Blackberry](#)

[Iphone or Ipad \(Chrome\)](#)

[Iphone or Ipad \(Safari\)](#)

## 7. CHANGES TO THE COOKIE POLICY

**MeDirect t reserves the right to make unilateral changes to this Cookie Policy as it may deem necessary, from time to time or as may be required by Law. Any changes made will be published on this web page**

## 8. CONTACT US

If you have questions or comments about our Cookie Policy, please contact us by email

[dataprotection@medirect.be](mailto:dataprotection@medirect.be) or write to us at the address below:

Data Protection Officer

Bld de l'Impératrice 66

1000 Brussels