










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 <https://bluefinclaims.axa-assistance.co.uk> and <https://boilerplusclaimsaxa-assistance.co.uk/>, pursuant to the purposes described in the present policy.

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## WHO ARE THE DATA CONTROLLERS OF YOUR PERSONAL DATA??

**AXA Assistance UK Limited**, a company under the laws of the United Kingdom, having its registered office at The Quadrangle, 106-118 Station Road, Redhill Surrey RH1 1 PR, United Kingdom, acts as an independent or joint data controller of the personal data processed in scope of this policy (it means that it determines the purposes and means of the processing of your personal data).

AXA Assistance UK Limited is referred to in this policy as "**AXA Partners**" or "**Data Controller**" or "**we**" or "**us**".



## IS COOKIE DEPOSIT MANDATORY?

The cookies dropped on the website are **strictly necessary** for it to function properly. They are thus mandatory.



## WHAT ARE THE CATEGORIES OF COOKIES BEING 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** taken by you, 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 this may impact the functionality and use of the website.

Cookie sub-group	Cookies	Cookies used	Lifespan
First-party	This cookie is dropped once visitor received the information about cookies and closed the banner. It prevents the banner from popping up at every visit.	OptanonConsent	3 Months
First-party	This enables site owners to prevent cookies in each category from being set in the users' browser, when consent is not given.	OptanonAlertBoxClosed	3 Months
First-party	This cookie is used to maintain an anonymised user session by the server.	ASP.NET_SessionId	Browsing Session
First-party	This cookie is commonly used to identify a logged-in user to enable access to secure areas of a site.	.ASPXAUTH	A Few Seconds
First-party	This cookie contains data provided by the user as they progress through the site pages to make a claim, prior to pressing Submit, and is deleted once a claim is submitted.	Login	Browsing Session



### **WHAT ARE YOUR RIGHTS RELATING TO YOUR DATA?**

The dropping of cookies may result in the processing of your personal data. In such a case, and according to UK GDPR and any other applicable data protection requirements, you have rights you can exercise in relation to this processing. Please refer to our [Privacy Policy](#) for more information.



### **HOW TO CONTACT AXA PARTNERS REGARDING THIS COOKIE POLICY?**

If you have any questions, complaints, or comments regarding this information notice, please address them by sending an email to [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk). Your request will then be reviewed by the data protection department. AXA Partners may ask you for additional information to confirm your identity and/or to assist in 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.

In the UK, the competent supervisory authority is the Information Commissioner's Office "The ICO" their website address is at the following link <https://ico.org.uk/>

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](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.



### **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 websites <https://bluefinclaims.axa-assistance.co.uk> and <https://boilerplusclaimsaxa-assistance.co.uk/>. This cookie policy was last updated on September 20, 2023.