

Cookie and Related Technology Policy (hereinafter referred to as the cookie)

Privacy policy

The **Video-Doc platform** ensures data security for our clients. All information provided by our clients is protected by state-of-the-art technology in accordance with applicable laws, security requirements and privacy regulations. The **Video-Doc platform** actively develops its systems to protect the privacy and security of clients by implementing new organizational and technical security measures. The Video-Doc platform informs clients about changes in applicable privacy policies through the website or other means of communication agreed upon with clients.

Cookie files

The Video-Doc platform uses cookies stored in the memory of the end device (e.g., computer, tablet, phone) that the user uses when browsing the website. In most cases, this is necessary for the correct operation of the website. Cookies make it possible to personalize websites by allowing users to decide, for example, on the order in which certain elements are displayed or on the selection of advertisements. Cookies are also used to analyze traffic on websites. Statistical analyses performed using these tools are one source of quality improvement for the Video-Doc platform.

If the user consents to advertising cookies, the Video-Doc platform may link the information derived from them to other customer data available to the Video-Doc platform in order to prepare product or service offers that are most appropriate for the user.

What cookies/mobile device IDs the Video-Doc platform collects

Depending on the purpose for which the Video-Doc platform collects cookies, a distinction is made between essential cookies and marketing cookies.

I. Essential cookies and mobile device IDs

Essential cookies are required for the website (application) to function properly or to provide services on the platform electronically. They can be set if the user has consented using the software settings on his or her device.

The Video-Doc platform uses them to:

- ensure security, including transaction security, or to detect website authentication abuse;
- ensure the correct display of the site (depending on the device used);

- support the user session for queries, forms, surveys and transactional system (cookies used to identify the user session on the Video-Doc platform). These cookies improve security by ensuring that all requests to the server come from the customer's computer.
- The server checks the cookie and the IP address of the computer from which the user connects. If an attempt is made to impersonate the user's session from another computer, the session will be terminated;
- remember user-selected settings and personalize the user interface, such as by language or region of origin of the user, font size, appearance of the website (preferential cookie).

Within the essential cookies, the Video-Doc platform distinguishes analytical cookies, which are used to ensure the proper operation of the Video-Doc platform web pages:

- to collect information about the use of the Video-Doc web platform, including analysis of traffic statistics;
- to detect various types of abuse, such as artificial Internet traffic generated by bots;
- to improve the Video-Doc web platform.

Analysis using Google Analytics. To understand the intentions of **Video-Doc platform** users better, Google cookies are used. They anonymously collect only basic information about user activity on the Video-Doc platform and are used to report traffic sources, analyze user behavior on the website and study the effectiveness of promotions.

Mobile applications use mobile device IDs. Device ID is a set of numbers and letters that identifies each mobile device (tablet, smartphone) and is stored in the device. Device IDs are used in mobile application for many processes. Device ID is necessary for processes, related to activation of mobile application, authorization of payment transactions, virtualization of payment card and payment using mobile device, in mobile application or setting up and displaying add-ons before authorization.

InstanceID is also used to identify the device. It is an identifier generated during the registration/activation process of the mobile application. InstanceID of the mobile app is valid until the next activation of the app. The Video-Doc platform also uses identifiers to log in and exchange information with the device after logging in.

Mobile apps use cookies, which are not intended for marketing purposes. Instead, they are used for functions that use Webview technology in the mobile app, that is, technology that allows selected screens from web pages to be displayed within the mobile app using the mobile app interface. Hybrid process cookies are created by the mobile app and are used to store customer identification/authorization information so that a specific page with certain features can be opened, without additional user authentication. These cookies are not retained on the phone after the mobile app is disconnected.

II. Marketing cookies and mobile advertising identifiers

Marketing cookies are used to profile ads displayed on external websites and pages of the Video-Doc Internet platform, based on users' preferences in choosing services, using data belonging to the Video-Doc platform, including users' behavior on the pages of the Video-Doc Internet platform. These cookies are installed on the user's device only if the user has provided consent to do so.

The **Video-Doc platform** uses them to profile ads displayed on external websites and on the Video-Doc platform websites.

- Google ads serve to match the preferences of the **Video-Doc platform** users. These cookies collect only basic information about users' behavior on the Video-Doc platform and their interests.

Their purpose is to give the user the best possible match for the ads displayed in Google search, as well as on other websites through tools such as Google Ads and Google Marketing Platform.

- A user can, at any time, refuse Google cookies or indicate whether he or she agrees to the profiling of online advertising using Google technology in the advertising settings.
- Facebook social service advertising is used to track the activity of Facebook platform users in order to analyze the market and product development of the **Video-Doc platform**. These cookies allow messages to be delivered to specific groups of users and evaluate the effectiveness of Facebook advertising campaigns. The **Video-Doc platform** uses Facebook cookies that are used to display advertisements and recommend offers and products to people who may be interested in them. The user can select the displayed ads according to his or her preferences at any time (https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screenlink).
- Analysis using cookie-like technology is conducted in order to better understand users' behavior and optimize the performance of websites. The **Video-Doc platform** can anonymously collect and process information about user activity in the Video-Doc platform services, including forms, even if they have not been submitted. Thanks to this, the Video-Doc platform can provide its website users with better designed and intuitive solutions, as well as collect data on users' preferences and behavior.

In addition, the **Video-Doc platform** actively studies the activity of users of the Video-Doc platform's web pages and mobile applications in order to better understand their behavior and optimize the performance of web pages and more accurately meet customer expectations and needs. The tool used by the Video-Doc platform tracks page and screen displays, as well as clicks on individual elements. Basic user data, such as IP, system version or browser information, is collected.

Within marketing cookies, the **Video-Doc platform** highlights analytical/statistical cookies that use statistical data to:

- measure the effectiveness of actions taken on behalf of the **Video-Doc platform** on external websites, as well as limiting certain actions and improving the Video-Doc platform website;
- study the effectiveness of promotions;
- perform calculations with business partners.

Mobile apps sometimes also use mobile device IDs for marketing purposes, which are provided by the mobile device's operating system and can be reset by the user. Typical identifiers for displaying ads are AdID (Android) and IDFA (Identity For Advertisers, Apple). The **Video-Doc platform** does not use such identifiers in the mobile app. Detailed information about the use of identifiers and rules for displaying advertisements in the mobile application can be found in the *Mobile App Privacy Policy*.

How long will the Video-Doc platform keep cookies/mobile device IDs on my device?

Depending on the length of time that the **Video-Doc platform** collects cookies, there is a distinction between session cookies and persistent cookies. Session cookies are only stored on your device until you close your browser. Persistent cookies are stored on your device in accordance with the terms of the **Video-Doc platform** for a specified period of time.

Temporary cookies are stored on the user's device until the software is turned off or the browser session ends (until it is closed). These are primarily essential cookies.

Persistent (trusted) cookies are stored on the user's device after the software is turned off or the session is terminated (closed) for a certain period of time or until they are deleted by the user using the program settings.

The **Video-Doc platform** does not store advertising cookies/advertising mobile device IDs for more than three (3) years from the moment of their installation.

Who uses cookies set on my device?

Depending on the party that uses cookies, there are:

First-party cookies are cookies that only the **Video-Doc platform** sets and has access to.

Third-party cookies are cookies that are set and accessed by third parties. The **Video-Doc platform** allows the use of these third-party cookies to tailor advertisements to the user's preferences. These cookies are marketing cookies, which means that the **Video-Doc platform** may use them if you agree to do so.

Information transmitted in cookies to parties other than the Video-Doc platform is encrypted so as not to transmit the data of the Video-Doc platform users.

Is it necessary to accept cookies?

Acceptance of a cookie is voluntary. You may (1) disable or delete cookies through your browser settings on your device or (2) not accept cookies for marketing purposes.

In the first case, it may affect some functions on the **Video-Doc platform** pages, for example, it will be impossible to log in to the **Video-Doc** Internet platform or its proper operation may be impaired. By using the **Video-Doc platform**, you can opt out of the marketing cookies. However, this may result in ads on the Video-Doc platform not adjusting to the user's preferences.

This means that if you are interested in a **Video-Doc platform** offer, you will not see information about the **Video-Doc platform** services or promotional offers that might interest you, and the ads displayed on your device will be general, contextual (i.e. displayed on a population basis – the same principle as magazine ads work) both on the **Video-Doc platform** websites and on other websites you visit.

Consent to changes

I agree that the **Video-Doc platform** (hereinafter referred to as the Video-Doc platform) uses marketing cookies stored on this device when I use the **Video-Doc platform** services. I consent to the Video-Doc platform transmitting relevant advertising information to me and showing me personalized products and services. In addition, the **Video-Doc platform** may combine the information collected from them with other data that the **Video-Doc platform** has in order to provide a suitable product or service offer.

This consent can be revoked at any time by deleting cookies from your device. Revocation of the consent does not affect the legitimacy of the processing that took place before the consent was revoked.

Disabling cookies

Currently, most browsers available on the market accept cookie storage by default. Everyone can set the conditions for the use of these cookies using their own browser settings. This means, for example, that it is possible to partially limit (e.g. temporarily) or completely disable the ability to store cookies. In the latter case, however, this may have an impact on certain functionality, e.g. logging into the **Video-Doc platform** will not be possible. You can also delete cookies stored in your browser at any time. Detailed information about changing cookie settings and deleting cookies yourself in most popular browsers can be found in the browser help section and on the following pages:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Opera](#)
- [Safari](#)
- [Microsoft Edge](#)

Disabling mobile device IDs. Device IDs used by the Video-Doc platform are necessary for correct service delivery and, unlike advertising IDs, they cannot be changed or reset by the user. The user is not given an opportunity to change or reset Device IDs.

For more information about policy of access to information in the mobile app, see the mobile app privacy policy page.

If the user does not consent to the mobile app privacy policy, including the rules for using information stored on the user's device, the user should not install the mobile app or, if it is already installed, should uninstall it.

Cookies/mobile device IDs and personal data

Internet identifiers such as IP addresses, mobile device IDs and cookie identifiers may be personal data for the Video-Doc platform. At the same time, the information available in cookies for users other than the Video-Doc platform is encrypted so as not to transmit data of users of the **Video-Doc platform** websites. For information about the processing of personal data by the **Video-Doc platform**, including the purposes, duration and grounds for processing, as well as the transfer of information to third parties in countries outside of the European Economic Area (EEA), please refer to the privacy policy.

The website administrator is VIDEO-DOC ONLINE, SOCIEDAD LIMITADA with headquarters in Adeje, Santa Cruz de Tenerife: 0 El-Horno Street, office 208, 38678.
Phone: +34 624 578 487 – for calls from cell phones and from abroad (connection cost is according to the tariffs of the operator).

More Information

The Video-Doc websites may contain links to other websites. The **Video-Doc platform** is not responsible for the use of cookies on such sites or the privacy practices of such sites. It is recommended that the user familiarize himself/herself with the Privacy and Cookie Policies of such websites after linking to other websites. The rules defined in this Cookie and Related Technology Policy apply only to websites or applications of the Video-Doc platform.

Useful Links

Video-Doc Privacy Policy: <https://video-doc.net/privacy-policy-ru.pdf>

Video-Doc User Agreement: <https://video-doc.net/agreement-ru.pdf>

Detailed information about cookies

Detailed information about cookies can be found in the table.

Cookie name	Description/how it works
1P_JAR	A Google cookie containing the date and the last interaction of the user. Type: Marketing cookie
AID	A Google cookie that links the user's activity to other devices where the user has previously logged in with his/her Google account. Based on this previous activity, it coordinates the display of ads on the user's devices and measures conversion events. Type: Advertising cookie
ANID	A cookie that is used to display ads online and stored under the google.com domain. Type: Advertising cookie
APISID	A Google cookie that is used to create a site visitor interest profile and display relevant ads. This cookie works by uniquely identifying the user's browser and device. Type: Advertising cookie
CONSENT	A Google Maps cookie that allows Google Maps to work on the page. This cookie also stores information about user preferences. Type: Essential cookie
ASP.NET_SessionId	A https://video-doc.net/ domain cookie is necessary for authentication and thus for the performance of the service. It also allows you to check the effectiveness of your marketing campaigns. Type: Analytical, essential cookie
bmp	A ClickStream cookie stores a user's identifier for two years from the last time the user acted upon it. This cookie allows you to link and segment (group) users. Type: Analytical – essential or advertising cookie

bms	A ClickStream cookie stores a user's identifier for one hour from the last time the user acted upon it. This cookie allows you to distinguish visits and determine the frequency of user visits to web pages (search functions, offers). Type: Analytical, mandatory or advertising cookie
C_TYPE	A cookie that stores content markings for the user after being redirected to the login page, depending on the type. Type: Essential cookie
COOKIE-INFO	A https://video-doc.net/ domain cookie that stores user decisions about cookies. Type: Essential cookie
CurrentUser	A https://video-doc.net/ domain cookie for user identification, active after login. It helps determine if the session is valid. Type: Mandatory cookie
_dc_gtm_UA-XXXXXXXX-X	A Google cookie used by Google to limit the amount of data collected by Google on high-traffic sites. Type: Analytical cookie
DEFAULT_SEGMENT	A cookie file used to recognize settings for a business client. Type: Essential cookie
dtCookie	A Dynatrace cookie used to determine if a given browser has been previously used to access the Video-Doc portal. It is used as an analytical tool to track errors. Type: Analytical cookie
dtLatC	A session Dynatrace cookie that measures server latency for performance monitoring. It allows Video-Doc to work properly. Type: Essential cookie
dtPC	A Dynatrace cookie used to monitor overall site performance. It is required to determine the correct endpoints for signaling; contains the session identifier needed to establish correlation. Type: Analytical, essential cookie
dtSa	A Dynatrace cookie used to monitor overall service performance. Type: Mandatory, session cookie

<code>_ga</code>	A cookie used to identify unique users by using a randomly generated number as a customer ID. It is included in all site page requests and is used to count data about visitors, sessions and campaigns for site analytics reports. It is used to identify the user and aggregate data. Type: Analytical (needed to solve problems with processes that run through the page, error control) or advertising cookie
<code>_gaexp</code>	A cookie for A/B testing. It remembers which version of the page the user saw. Type: Analytical, essential cookie
<code>_ga_DJ8B9NM8HM</code>	A cookie used by Google Analytics to collect data about the number of times a user visited a website and the dates of the first and last visits. Type: Analytical cookie
<code>clientchoice</code>	A cookie that stores information about the user's device type (desktop/mobile/tablet), which is transmitted when account/contact forms are requested along with customer data. Type: Essential cookie
<code>_gat_UA-XXXXXXXX-X</code>	A cookie used to limit the rate at which requests are sent, limiting data collection on high-traffic sites. It contains the identifier of the Google Analytics Video-Doc tool. The purpose of this cookie is to keep Google Analytics working (it supports the work of other cookies), it does not collect user data. Type: Analytical cookie
<code>_genesys.widgets.app.autoLoadList</code>	A cookie that supports the tool to conduct a user/client chat with a Video-Doc consultant. Type: Mandatory cookie
<code>_genesys.widgets.webchat.metaData</code>	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie
<code>_genesys.widgets.webchat.state.index</code>	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie
<code>_genesys.widgets.webchat.state.keys</code>	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie

_genesys.widgets.webchat.state.open	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie
_genesys.widgets.webchat.state.ping	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie
_genesys.widgets.webchat.state.session	A cookie that supports the tool for user/client chats with a consultant on the Video-Doc site. Type: Essential cookie
_gcl_au	A cookie designed to remember the user's device (application element and contact forms) and to link an ad click with filling out a contact form or submitting an application for a Video-Doc product. Type: Analytical cookie
_gcl_dc	A Google Analytics cookie that links ad clicks to conversions. It used to measure conversions. Type: Analytical cookie
_gid	A Google Analytics cookie used to differentiate users. Type: Analytical cookie
DSID	A Google Analytics cookie used to differentiate users. Type: Analytical cookie
HSID	A Google cookie used for security purposes, to authenticate users, prevent unauthorized use of login data, and protect user data from unauthorized access. Type: Google essential cookie
IDE	A Google cookie that contains a unique code to determine which ads were shown on a given device. Type: Advertising cookie
JSESSIONID	A default cookie, a session cookie. Type: Analytical, advertising cookie
LANGUAGE	A https://video-doc.net/ domain cookie to store the user's chosen language. Type: Essential cookie
LB_site_cookie	A cookie needed to maintain sessions with the so-called front-end. Type: Mandatory cookie

NID	A cookie that contains a unique identifier that Google uses to store user preferences and other information, such as preferred language, number of search results displayed on a page (e.g. 10 or 20), and whether to enable or disable the SafeSearch filter. Type: Advertising cookie
PSESSIONID	A session cookie that supports the backend of the portal. Type: Essential cookie
S	A Google cookie. Type: Advertising cookie
SAPISID	Google uses HSID, SSID, APISID, and SAPISID cookies to collect information for the Google search engine built into the website. These cookies may also be used to authenticate users, prevent fraudulent use of login information, and protect user data against unauthorized access. Type (depending on purpose): Advertising, Google Analytics analytical cookie
SEARCH_SAMESITE	A SameSite cookie prevents your browser from sending cookies along with requests between sites. The main purpose is to reduce the risk of information leakage and support protection against Cross-Site Request Forgery attacks. Type: Analytical, essential cookie
SID	A cookie stored by the Google domain that allows you to block hacking attacks, such as attempts to intercept the contents of forms completed on Google services. Type: Essential cookie
SIDCC	A cookie used by Google to display personalized ads on the Google websites based on recent search queries and previous interactions. Type: Analytical, advertising cookie
SSID	A cookie used by Google to display personalized ads on the Google websites based on recent search queries and previous interactions. Type: Analytical, advertising cookie
__Secure-3PAPISID	A Google cookie that creates a site visitor interest profile to display relevant

	and personalized ads using retargeting. Type: Advertising cookie
__Secure-3PSID	A Google cookie used for targeting, to create a site visitor interest profile to display relevant and personalized Google ads. Type: Advertising cookie
__Secure-APISID	A Google cookie used for targeting, to create a site visitor interest profile to display relevant and personalized Google ads. Type: Advertising cookie
__Secure-HSID	A cookie stored by the Google domain that allows you to block hacks, such as attempts to intercept the contents of forms you fill out on Google services. Type: Essential cookie
__Secure-SSID	A Google cookie used to provide targeted consideration of a site visitor interest profile to display relevant and personalized Google ads. Type: Advertising cookie
__RequestVerificationToken_XXX	A https://video-doc.net/ domain cookie that is used to prevent fraud (CSRF attacks). Type: Essential cookie
__TransferVerification	A cookie containing a timestamp used to detect malware in Video-Doc. Type: Essential cookie
WT_FPC	A system cookie that is used for user tracking, including error detection and traffic analysis. Type: Analytical cookie
WT_ID	A cookie that stores a user ID that identifies the user as a browser (it remains until it expires, is deleted by the user, or for a private browser mode until it is closed). The ID from this cookie is attached to the logs collected by the tool and is used to link logs to the user's visit to the Video-Doc site between the pre-login portion of the portal and the Video-Doc pages after login. Type: Analytical cookie
x_bm_auth_ret	A cookie used for authentication and normal operation of Video-Doc. Type: Essential cookie
XSRF-Token	A cookie used to prevent cross-site request forgery (XSRF/CSRF) attacks. Type: Essential cookie

x_bm_auth	A cookie used for authentication; some functions of the Video-Doc system are corrupted without this cookie. Type: Mandatory cookie
x_bm_auth_expiry	A cookie used to periodically update the required x_bm_auth token used for authorization. Type: Essential cookie
x_bm_dcte_id	A cookie used to transfer information between the old and new Video-Doc service. Type: Essential cookie
x-ub-sg	A cookie containing a signature used to confirm that the X-UB-MC file was delivered by the server and not tampered with by the user. Type: Essential analytical cookie
_fbp	A Facebook social service cookie used by Facebook for marketing purposes, such as advertising products from external advertisers. Type: Marketing cookie
fr	A fr cookie is used to provide, measure the effectiveness of, and improve the accuracy of ads with a 90-day duration. Type: Analytical, advertising cookie
.DDMMUI-PROFILE	A Google cookie created to show ads that match the user's preferences. Type: Advertising cookie