

# ReachOut Cookies Policy

## ABOUT COOKIES

1. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

3 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Cookie Name	Used by	Description	Expiration
__utma	Google Analytics	Stores the amount of visits of a user, the time of their first visit, the previous visit, and the current visit. It does not contain any personal information and is used only for analytical purposes.	2 years from set/update
__utmz	Google Analytics	This performance cookie stores where a user came from (eg. search engine, search keyword, link).	6 months from set/update
_ga and _gid	Google Analytics	Used to distinguish between website users in Google Analytics.	2 years and 2 hours
_gat_UA-62115691-1	Google Analytics	Used to moderate calls to the Google Analytics service.	1 minute
IDE, DSID, _ct_rmm	DoubleClick.net	These cookies are managed by DoubleClick, an advertising platform we use to display adverts. They help us identify which visitors to our website have seen or clicked one of our adverts.	2 years from set/update
RITCookie	Website	Stores whether the user has accepted the cookie message or not.	365 days
ASP.NET_SessionId	Website	Used for authenticating a user's session after logging in. Closes when you exit the browser.	End of session

ARRAffinity	Website	Tells our infrastructure which server to handle the request.	End of session
MemberLoggedIn	Website	A binary flag which stores whether a user is logged in or not.	End of session
ai_session and ai_user	Website	Tracks users as they navigate the website predominately for infrastructure performance insights.	1 day
__cfduid	CloudFlare	Identify individual clients behind a shared IP address and apply security settings on a per-client basis	365 days

4. We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

### MANAGING COOKIES

5. Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/kb/PH21411> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

6. Blocking all cookies will have a negative impact upon the usability of many websites.

7. If you block cookies, you will not be able to use all the features on our website.