



SITA

Cookie Policy

SITA Legal, Regulatory & Compliance Department
Brussels, Belgium

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This Cookies Policy ("**Policy**") explains how SITA and its affiliated companies ("**SITA**") uses cookies and similar technologies to recognise you when you visit our websites ("**Websites**"). It explains what these technologies are and why we use them, as well as your rights to control our use of them. We use the term "cookies" in this Policy to refer to cookies and all such similar technologies that collect information automatically when you are visiting our Websites.

1 WHAT ARE COOKIES?

Cookies are text files containing small amounts of information which are downloaded to your computer or mobile device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are widely used in order to make websites work, or to work more efficiently, as well as to provide information to the owners of the site.

There are two broad categories of cookies:

- **First party cookies**, served directly by us to your computer or mobile device.
- **Third party cookies**, which are served by a third party on our behalf. We use third party cookies for functionality, performance, analytics, advertising and/or social media purposes.

We use first party and third party cookies for several reasons. Some cookies are required for technical reasons in order for our Websites to operate, and we refer to these as "**essential**" or "**strictly necessary**" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our Websites. Third parties cookies are served through our Websites for advertising, analytics and other purposes.

Cookies can remain on your computer or mobile device for different periods of time. Some cookies are '**session cookies**', meaning that they exist only while your browser is open. These are deleted automatically once you close your browser. Other cookies are '**permanent cookies**', meaning that they survive after your browser is closed. They can be used by websites to recognise your computer when you open your browser and browse the Internet again.

1.1 Types of cookies we use

The types of cookies used on our Websites can be classified into one of five categories, namely '**essential website cookies**', '**functionality cookies**', '**analytics and performance cookies**', '**advertising cookies**', and '**social media cookies**'. We've set out some further information about each category, and the purposes of the cookies we and third parties set in the following table.

Types of cookie	Who serves these cookies	How to block
Essential website cookies: These cookies are strictly necessary to provide you with services available through our Websites and to use some of its features, such as access to secure areas.	SITA / SITA.aero	Because these cookies are strictly necessary to deliver the Websites to you, you cannot refuse them. You can block or delete them by changing your browser settings however, as described below under the heading "How to control or delete cookies".
	Weblogic	You may change your browser settings to accept or refuse these cookies. As the means by which you can do this vary from browser to browser, you should

		visit your browser's help menu for more information.
	Biothenticate	You may change your browser settings to accept or refuse these cookies. As the means by which you can do this vary from browser to browser, you should visit your browser's help menu for more information.
	New Relic (JSESSIONID)	You may change your browser settings to accept or refuse these cookies. As the means by which you can do this vary from browser to browser, you should visit your browser's help menu for more information. For more information about New Relic, please go to: http://newrelic.com/privacy
Performance and functionality cookies: These cookies are used to enhance the performance and functionality of our Websites but are non-essential to their use. However, without these cookies, certain functionality (like videos) may become unavailable.	IGLOO	To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies " Alternatively, please click on the relevant opt-out link below: https://www.igloosoftware.com/about/legal/privacy_policy
Analytics and customisation cookies: These cookies collect information that is used either in aggregate form to help us understand how our Websites are being used or how effective are marketing campaigns are, or to help us customise our Websites for you.	Google Analytics	To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies " Alternatively, please click on the relevant opt-out link below: https://support.google.com/analytics/answer/181881?hl=en .
	SiteImprove	To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies " Alternatively, you can learn more about SiteImprove here: http://siteimprove.com/privacy-policy/
	New Relic (NREUM)	To refuse these cookies, please follow the instructions below

		<p>under the heading "How to control or delete cookies "</p> <p>To learn more about New Relic, click here: http://newrelic.com/privacy</p>
	Marketo (Munchkin)	<p>To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies "</p> <p>To learn more about Marketo click here: http://legal.marketo.com/privacy/</p>
	Webtrends	<p>To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies ".</p> <p>Alternatively, please click on the relevant opt-out link below: https://www.webtrends.com/</p>
Advertising cookies: These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that ads are properly displayed for advertisers, and in some cases selecting advertisements that are based on your interests.	Google AdWords	<p>To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies "</p> <p>Alternatively, please click on the relevant opt-out link below: https://www.google.com/settings/ads/anonymous?hl=en&sig=ACi0TCj95p7LSP1hTJG_Nu4Z4o7i2N4wKyWi8RnT9fqz2oWm63PK4EGsZWd07tjgphV-jFZK8GB_G3XrHOty1tPvGnum5lxx0UJdhJs4b82cF4wDSYVBcjl</p>
Social networking cookies: These cookies are used to enable you to share pages and content that you find interesting on our Websites through third party social networking and other websites. These cookies may also be used for advertising purposes too. Because of how cookies work, we cannot access these cookies, nor can the third	Facebook	If you want to prevent this, you must first log out of your Facebook account before activating the Facebook plug-in and then delete all Facebook cookies after visiting Websites with Facebook plug-ins.
	LinkedIn, Slideshare	Log out of your LinkedIn account before activating the LinkedIn plug-ins and then delete all

parties access the data in cookies used by us.		<p>LinkedIn cookies after visiting Websites with LinkedIn plug-ins.</p> <p>More information about LinkedIn can be found here: https://www.linkedin.com/legal/privacy-policy</p>
	Twitter	<p>Log out of your Twitter account before activating the Twitter plug-ins and then delete all Twitter cookies after visiting Websites with Twitter plug-ins.</p>
	Google+	<p>Log out of your Google+ or Google account before visiting our Website.</p>
	YouTube	<p>To manage cookies when using Chrome, click here: https://support.google.com/chrome/answer/95647?hl=en-GB</p>
	Pinterest	<p>https://help.pinterest.com/en/articles/personalization-and-data-other-websites</p>
	Flickr	<p>https://policies.yahoo.com/us/en/yahoo/privacy/topics/cookies/index.htm</p>


1.2 Other tracking technologies

Cookies are not the only way to recognise or track visitors to a website. We may use other, similar technologies from time to time, like web beacons (sometimes called "tracking pixels" or "clear gifs"). These are tiny graphics files that contain a unique identifier that enable us to recognise when someone has visited our Website or opened an e-mail that we have sent them. This allows us, for example, to monitor the traffic patterns of users from one page within our Websites to another, to deliver or communicate with cookies, to understand whether you have come to our Website from an online advertisement displayed on a third-party website, to improve site performance, and to measure the success of e-mail marketing campaigns. In many instances, these technologies are reliant on cookies to function properly, and so declining cookies will impair their functioning.

1.3 Advertisement cookies

Third parties may serve cookies on your computer or mobile device to serve advertising through our Websites. These companies may use information about your visits to this and other websites in order to provide relevant advertisements about goods and services that you may be interested in. They may also employ technology that is used to measure the effectiveness of advertisements. This can be accomplished by them using cookies or web beacons to collect information about your visits to this and other sites in order to provide relevant advertisements about goods and services of potential interest to you. The information collected through this process does not enable us or them to identify your name, contact details or other personally identifying details unless you choose to provide these.

1.4 How to control or delete cookies



You have the right to choose whether or not to accept cookies and we have explained how you can exercise this right below. However, please note that if you choose to refuse cookies you may not be able to use the full functionality of our websites.

Most browsers allow you to change your cookie settings. These settings will typically be found in the “options” or “preferences” menu of your browser. In order to understand these settings, the following links may be helpful. Otherwise, you should use the “Help” option in your browser for more details.

- Cookie settings in Internet Explorer
- Cookie settings in Firefox
- Cookie settings in Chrome
- Cookie settings in Safari web and iOS.

If you only want to limit third party advertising cookies, you can turn such cookies off by visiting the following links:

- Your Online Choices (<http://www.youronlinechoices.com/uk/>)
- Network Advertising Initiative (<http://www.networkadvertising.org/>)
- Digital Advertising Alliance (<http://www.aboutads.info/consumers>)

Please bear in mind that there are many more companies listed on these sites than those that drop cookies on our website.

1.5 More about cookies

If you want to learn more about cookies, or how to control, disable or delete them, please visit <http://www.aboutcookies.org> for detailed guidance. In addition, certain third party advertising networks, including Google, permit users to opt out of or customize preferences associated with your internet browsing. To learn more about this feature from Google, click [here](#).

2 UPDATES TO THIS POLICY

We may update this Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. Please therefore re-visit this Policy regularly to stay informed about our use of cookies and related technologies.

3 CONTACT US

If you have any questions or comments about this Policy, or privacy matters generally, please contact us via email at privacy@sita.aero.