

# List of cookies used on this site

## What is a cookie?

A cookie is a piece of data sent to your device from a website. This means the website can recognise your device if you return to the same website. A cookie often includes a unique identifier, which is an anonymous number (randomly generated) and is stored on your device. Some expire at the end of your website session; others remain on your device for longer.

For more information about cookies, or if you would like to learn how to remove cookies set on your device, please visit: <http://www.aboutcookies.org>.

## Cookies used on this website

Some of the cookies used by this web site are provided by a third party. However, they are all used to pursue finalities which are ours and are described in the section below. We **don't** store cookies serving finalities of other companies, like commercial partners for advertise.

As a general rule, the cookies used don't store any personal data, even not the IP address. The few exceptions to this rule are mentioned explicitly in the lists of cookies in the sections below. The personal data collected by these cookies is used only for the purpose mentioned in the tables. All the data contained in a cookie, including personal data if any, will be kept during the mentioned duration.

## Essential cookies

We use **essential cookies** to make our site work. Such cookies are strictly necessary to enable core functionalities, such as:

- Store your consent or refusal of the other categories of cookies, so that the cookie banner isn't displayed each time you come back to this website
- Provide you optimal performances by balancing the load between our different servers and datacentres, protecting the website against excessive load, using caching techniques or using third-party datacentres like Amazon.
- Store your preferred language
- Manage your session on the website, such as page navigation

The essential cookies are listed in the table below.

Name of cookie	Purpose & Type	Technical provider	Expires
"hasUserAcceptedCookiePolicy"	Store your consent or refusal of the other categories of cookies, so that the cookie banner isn't displayed each time you come back to this website	SecuTix	in 6 months
"OptanonConsent"	Store the details of your consent (i. e. the list of cookie categories for which you have given your consent)	SecuTix	in 6 months
SERVERID-*	Server load-balancing functionality in SecuTix data centers	HAProxy	When you close your browser
AcpAT_XXX WR_queueinfo- XXXXXX	Allows the ticketing system to verify that the user has been routed through the Peak Protect traffic management tool (protection against excessive load).	SecuTix	When you close your browser
lang	Allows the ticketing system to remember the user's language preference.	SecuTix	When you close your browser
STX_SESSION /SESSION_ID	Session technical identifier used by the ticketing system.	SecuTix	When you close your browser
BIGipServer_XXX	Allows the ticketing system to route the contact to the same server in order to use caching options (in SecuTix datacenters).	F5 Networks	When you close your browser
AWSALB	Allows the ticketing system third-party datacentre provider (Amazon EC2) to route incoming end-user traffic correctly to the ticketing servers.	Amazon AWS	When you close your browser

## Audience measurement cookies

**Audience measurement cookies** help us improve our website by collecting and reporting information on how you use it. We use Google Analytics and SecuTix. More precisely, these cookies allow us to:

- Evaluate site performance in terms of number of visits, unique visitors, drop-off rate for transactions etc. We measure numbers and volumes of visitors to different parts of our site and this helps us ensure our services are fast and available when you want them. It also helps us ensure that different pages on our site are useful and easy to find.
- Evaluate performance or efficiency of marketing campaigns (if you have reached our website by clicking on a link displayed in a marketing email).

Google Analytics sends information, considered by the data protection authorities as personal data, to the United States. On the 16th of July 2020. the Court of Justice of the European Union has stated that the United States don't provide the same level of data protection as the General Data Protection Rule that applies in the European Union.

The audience measurement cookies are listed in the table below.

Name of cookie	Purpose & Type	Technical provider	Expires
_ga _gid _gat_XXX  _gac  _gaexp _utmXX XX	These Google Analytics cookies are implemented based on information collected while you are browsing, in particular, your IP address, internet service provider, browser type, configuration and settings, etc. These cookies are used to distinguish individual site visitors to a site by assigning a randomly generated number as a user identifier. The identifier is updated with every page view and allows user interactions with the site to be measured.  Google analytics cookie information: <a href="http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html">http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html</a>	Google	up to 2 years
userid	Contains your contact number, when pushed to Google Analytics. This number is then displayed in Google Analytics reports. Note that Google cannot identify you through that number and doesn't have any way to find additional personal information (first name, last name, age, etc.) about you.	Google	When you close your browser
stx_samp_XXXXX XX stx_samp_url_XXXX XXXX	Allows marketing campaigns to be built and resulting sales to be determined. <ul style="list-style-type: none"> <li>stx_samp_XXXXX : contains a random identifier specific to the marketing campaign. Note that this information doesn't allow to identify you.</li> <li>stx_samp_url_XXXXX : contains the target website URL (typically a page of the webshop), contained in a marketing email. Note that this information doesn't allow to identify you.</li> </ul>	SecuTix	in 14 days

## Customisation cookies

**Customisation cookies** allow to improve your user experience, for instance by allowing to display your name or the number of selected tickets in the header of each page after login. We use SecuTix cookies.

The customisation cookies are listed in the table below.

Name of cookie	Purpose & Type	Technical provider	Expires
"stx_rememberMe"	By setting this cookie, you will be logged in automatically during a subsequent visit of our website. This cookie will only be set if you click on the "remember me" checkbox. Its setting isn't managed by the cookie banner. This cookie contains a unique technical id that allows us (and only us) to find you in our customer database in order to log you in automatically.	SecuTix	in 3 months
"stx_cartSummary_<institution code>_<channel code>"	Stores a shopping cart summary that may be displayed in the header of all pages of our website	SecuTix	When you close your browser
"stx_contact_<institution code>_<channel code>"	Stores basic contact data that may be displayed in the header of all pages of our website	SecuTix	When you close your browser

## How to control and delete cookies

You can change your cookie preferences at any time by clicking on the link **CHANGE PRIVACY SETTINGS** at the bottom of each page.

You can then either refuse all (non necessary) cookies, accept them all or select which kinds of cookies you accept.

Alternatively, if you wish to restrict or block the cookies which are set by our websites, or indeed any other website, you can do this through your browser settings. The 'Help' function within your browser should tell you how. To find out more about cookies, including how to see what cookies have been set, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

Please be aware that restricting cookies may impact on the functionality of our website.

If you wish to view a cookie's code, just open your cookie file in your browser and click on a cookie to open it. You'll see a short string of text and numbers. The numbers are your identification card, which can only be seen by the server that gave you the cookie.