Cookie Policy

This cookie policy explains what cookies are and how they are used (hereinafter referred to as the "cookie policy"). It is addressed to the public who access the websites operated by Belgian Mobile ID SA/NV (hereinafter referred to as "the visitor" or "you").

Belgian Mobile ID SA/NV (hereinafter referred to as "Belgian Mobile ID" or "we") advises the visitor to also consult the data protection policy via the link https://www.itsme-id.com/legal/privacy-statement if he or she would like to be fully informed about the way in which Belgian Mobile ID collects, stores and uses your personal data from its websites.

1.   GENERAL

This cookie policy applies to all websites operated by Belgian Mobile ID, including in particular the website https://www.itsme-id.com (hereinafter referred to as the "website"). Belgian Mobile ID is registered with the Belgian authorities at[1] Rue du Marquis 1, 1000 Brussels, Belgium, under number 0541.659.084.

When you first access our website, a banner will appear informing you of our use of cookies if you are browsing the private or support area and asking you to set and customise the way we collect and use your cookies if you are browsing the business area, or pages linked to your itsme account. In either case, the banner provides access to this cookie policy.

We process the data obtained from cookies in accordance with our data protection policy, which can be consulted at the following link: https://www.itsme-id.com/legal/privacy-statement.

We reserve the right to change both our cookie policy and our data protection policy. The visitor is therefore requested to consult these policies regularly in order to stay informed.

If you have any questions about how we use cookies, please contact us in one of the following ways:

E-mail: privacy@itsme.be

Mail: Rue du Marquis 1, 1000 Brussels, Belgium

User contact form: https://support.itsme-id.com/hc/nl/requests/new

2.   WHAT ARE COOKIES?

A cookie is a small text file saved on your computer or mobile device when you visit the website. It allows the website to remember your actions and preferences (such as user ID, language, font size and other display preferences) for a predefined period of time, so that you do not have to enter them again when you return to the website or navigate from one page to another. In addition, cookies may also be collected to obtain data about how you access the website to improve its overall performance in terms of speed, functionality and ease of use.

Cookies usually have an expiry date. So-called "session cookies" are automatically deleted when you close your browser, whereas so-called "permanent cookies" are stored on your computer for a longer period of time, sometimes even until you manually delete them.

Cookies do not operate independently of the website and in no way access data from your computer or mobile device.

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[1] Crossroads Bank for Enterprises/Kruispuntbank van Ondernemingen

3.   OUR USE OF COOKIES

Belgian Mobile ID, the website manager, manages its cookies differently depending on the section you are browsing. The pages on the private area ("for me") and the support area (linked to the "contact us" function) of the website only use so-called necessary cookies, whereas the pages on the business area ("for business") as well as the pages related to your itsme account may include up to three types of cookies:

- – Necessary cookies;
- – Preference cookies;
- – Functional cookies.

The personal data collected via necessary cookies are used to manage the content of the website and ensure its proper functioning. These cookies enable you to navigate from one web page to another and to record the information needed to fill in forms. It is not possible to refuse these cookies if you wish to access the site.

Belgian Mobile ID also uses so-called analytical cookies which aim to improve your browsing experience and our website. The personal data collected via these cookies also allow us to study the behaviour and preferences of visitors for our general market research. The use of analytical cookies is subject to your consent, and they will only be installed on your device with your approval.

Finally, marketing cookies allow us to carry out retargeting, to measure the performance of our advertising campaigns and to optimise them. The use of such cookies is also subject to your consent, and they will only be installed on your device with your approval.

We also use remarketing pixels for our advertising campaigns on social networks. Pixels are transparent, single-pixel graphic files that are added to a web page. The pixel communicates with cookies on a device and pulls cookie information from the consumer's computer, such as an IP address, and tracks who clicks on ads and lands on a sales page. This may include a cookie set by social networks on the Belgian Mobile ID website pages. The pixels allow social networks to track the actions of their users from an ad on the social network to a page on our site. The social networks may subsequently:

- – identify, on their user platform, who visited the affected web page;
- – provide personalised services;
- – place targeted advertisements.

Users who are not members of the social network are not involved in this data processing.

You can find more information about the collection and processing of information, the use of data by social networks, and the settings available to protect your privacy in the respective privacy policies of these social networks.

The data collected from cookies and pixels is used in accordance with our data protection policy, which you can consult via the following link: https://www.itsme-id.com/legal/privacy-statement. We only share your data with third parties who process personal data on our behalf and in accordance with our policies (on cookies and privacy).

You can find more details regarding the cookies used within the different areas of our website in the following sections of this policy.

4.   ITSME COOKIES

4.1. NECESSARY COOKIES

These cookies are necessary for the proper functioning of the website. Necessary cookies are divided into two categories: cookies that are strictly necessary for purely technical reasons and functional cookies that ensure the proper functioning of the website and guarantee a faster and more efficient use of the website. In view of the necessity of these cookies, the processing of these cookies is based on the legal basis of Belgian Mobile ID's legitimate interest within the meaning of Article 6 of the GDPR and only an obligation to inform applies. Necessary cookies are placed on your device as soon as you access the website.

Cookie name	Provider	Category	Purpose description	Expiry
CookieConsent	www.itsme-id.com	Necessary	Stores the user's cookie consent state for the current domain	365 days
__cf_bm	cloudflare.com	Necessary	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	1 hour
_help_center_session	static.zdassets.com /hc/assets	Necessary	Zdassests sets this cookie to hold preferences and session settings for customer support management, and it will be deleted when we leave the web browser.	Session
_cfuvid	hsforms.com	Necessary	This cookie is a part of the services provided by Cloudflare - Including load-balancing, deliverance of website content and serving DNS connection for website operators.	Session
_cfruid	cloudflare.com	Necessary	Cloudflare sets this cookie to identify trusted web traffic.	Session
rc::a	Google	Necessary	This cookie is set by the Google recaptcha service to identify bots to protect the website against malicious spam attacks.	Never
rc::c	Google	Necessary	This cookie is set by the Google recaptcha service to identify bots to protect the website against malicious spam attacks.	Session
cf_ob_info	cloudflare.com	Necessary	The cf_ob_info cookie is set by Cloudflare to provide information on HTTP Status Code returned by the origin web server, the Ray ID of the original failed request and the data center serving the traffic.	1 minute
cf_use_ob	cloudflare.com	Necessary	Cloudflare sets this cookie to improve page load times and to disallow any security restrictions based on the visitor's IP address.	Session
AWSALBCORS	aws.amazon.com	Necessary	Amazon Web Services set this cookie for load balancing.	7 days
cf_clearance	cloudflare.com	Necessary	Clearance Cookie stores the proof of challenge passed. It is used to no longer issue a challenge if present. It is required to reach an origin server.	1 year
cache-sprite-plyr	www.itsme-id.com	Necessary	This cookie is necessary for the cache function. A cache is used by the website to optimize the response time between the visitor and the website. The cache is usually stored on the visitor's browser.	Session

4.2. PREFERENCE COOKIES

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

Cookie name	Provider	Category	Purpose description	Expiry
plyr	www.itsme-id.com	Preferences	Necessary for the implementation of video-content on the website.	Session

4.3. FUNCTIONAL COOKIES

Functional cookies are used to enhance the performance of websites as without them certain functions of the website may not be available. However, they are not vital for a website to run, but they allow to remember important information and user's preferences. Information can include login data, region, language, and enhanced content.

Cookie name	Provider	Category	Purpose description	Expiry
locale	facebook.net	Functional	Facebook sets this cookie to enhance the user's browsing experience on the website, and to provide the user with relevant advertising while using Facebook's social media platforms.	Never
__zlcmid	zopim.com	Functional	Zopim sets this cookie to store a unique user ID.	1 Year
__zlcstore	zopim.com	Functional	Zopim sets this cookie to store information about the current status of the chat.	Never
zte2095	zopim.com	Functional	Zopim cookie. This cookie is generally set to enhance the performance and functionality of the website.	Session

5. YOUR RIGHTS

As subjects of the data processed by Belgian Mobile ID, your rights with regard to cookies are the folllowing:

- You have the right to give or withhold your consent before we install and read non-essential cookies on or from your device, without us denying you certain services or benefits on the grounds that you have not consented to the use of non-essential cookies.
- You have the right to withdraw your consent at any time (see Section 6 Cookie Management).
- You have the right to receive clear and precise information, in particular, on the controller, on the purposes pursued by the cookies and other tracers that are or will be deposited and/or read on or from your device, on the data they collect and on their lifetime. This right to information exists regardless of the type of cookies ("essential" or "non-essential") that are deposited or read on your device.
- Where cookies allow the processing of personal data, you have all the rights established in the GDPR, namely the right of access, rectification, opposition, limitation, deletion and portability of data. You can receive clear and precise information on these rights by consulting our data protection policy at the following link: https://www.itsme-id.com/legal/privacy-statement.

- If you feel that we have not responded adequately to your questions or concerns, you have the right to lodge a complaint at any time with the Belgian Data Protection Authority, which regulates and supervises the processing of personal data in Belgium, using the following contact details
  - by online form via the link https://www.autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte;
  - by e-mail to contact@apd-gba.be;
  - in writing to the following address Rue de la Presse / Drukpersstraat 35, 1000 Brussels.
- If you are not a Belgian resident, you have the right to lodge your complaint with your local data protection authority. Below is a link to the contact details of the competent data protection authority: https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm.

6. COOKIE MANAGEMENT

You can change the status of your consent to the use of analytical and marketing cookies on our website at any time via the cookie management banner, which you can activate the display on the https://www.itsme-id.com/legal/cookie-policy page.