AXA Assistance Excess Claim Website Cookie Policy

1. WHAT ARE COOKIES? HOW DO THEY WORK?

A cookie is a small text file stored by the browser of your computer, tablet or mobile phone. It allows the correct operation of our website, more efficient user experience or browsing data analysis.

Depending on their purpose, there are different types of cookies which can be placed either by us or by our partners or by third party providers, although our website uses only one type:

- Strictly Necessary Cookies

The law states that we can only store cookies on your device if they are strictly necessary for the proper operation of this website. For all other types of cookies, we need your permission.

Your consent is given via the banner which appears on your first visit to our website. A cookie memorizing your consent or your refusal is then installed on your device. However, you can change your cookie preferences at any time via the link in the footer (at the bottom) of our website.

Your consent is saved until the present policy is updated or until another cookie requiring your consent is added, and in any case for a period not exceeding the purpose the cookie serves. The consent banner will then reappear.

2. TYPES OF COOKIES USED ON OUR EXCESS CLAIM WEBSITES (https://www.excessclaim.co.uk , https://www.excessclaims.co.uk , https://www.gocompare-excess.com , https://www.eachexcess.com)

You will find hereinafter a complete list of the cookies which may be used on this website, as well as their purposes and their expiration dates, being already stated that:

- Session cookies are stored for the duration of your navigation and are deleted when you close your browser.
- Other cookies (named "persistent") are stored on your browser, even after it is turned off, for a duration which can vary from a few hours to several months.

Functional and Technical Cookies, essential for the operation of the website (Strictly Necessary Cookies)

These cookies are used to memorise your choices and preferences and to facilitate your navigation. They help make a website or app usable by activating basic functions such as authentication to a service, automatic language setting or access to the customer area. The website cannot operate correctly without these cookies. Therefore, they cannot be refused.

Cookie Name	Data Controller	Description (Purpose)	Lifespan	Type of cookie
ASP.NET_SessionId	Microsoft	General purpose session cookie, used by sites written in Microsoft .NET based technologies. Used to maintain an anonymized user session by the server	Session only (deleted when browser or page is closed)	Session Cookie

.ASPXAUTHCLAIMS	Microsoft	General purpose session cookie, used by sites written in Microsoft .NET based technologies. Used to maintain an anonymized user session by the server	Session only (deleted when browser or page is closed)	Session cookie
Login	AXA Partners United Kingdom	Contains data provided by the user as they progress through the site pages to make a claim, prior to pressing Submit	Session only (deleted once a claim is submitted)	Session cookie
LanguageCookie	AXA Partners United Kingdom	Retains info on your preferred language based on your browser local setting/preferences	12 months (1 year)	Persistent
OptanonConsent	OneTrust	Captures and stores your cookie consent preferences and manages what cookies are deposited on your device	24 months (2 years)	Persistent
OptanonAlert BoxClosed	OneTrust	Captures and stores your cookie consent preferences	24 months (2 years)	Persistent

3. COOKIE SETTINGS VIA YOUR BROWSER

Most browsers are set by default to accept cookies. However, you can decide to block cookies or to be warned when a website wishes to deploy cookies on your browser.

Hereinafter you will find the different procedures to block all cookies directly from the setting options of your browser:

- Firefox
- Google Chrome
- Internet Explorer
- Microsoft Edge
- Opera

4. UPDATES

This cookie settings policy can be modified, updated or corrected at any time. The information banner inviting you to consult it and personalise your consent preferences via our cookie settings page will appear when you visit our website following each update.

Latest update: 30/03/2021

5. FOR MORE INFORMATION ON COOKIES/TRACKERS

You can find out more about cookies and how to turn them off at the independent website www.allaboutcookies.org

6. FURTHER QUESTIONS ABOUT OUR USE OF COOKIES

If you have any questions about specific cookies or our cookie policy, please email us at bdenquiries@axa-assistance.co.uk