Unblu Cloud Cookie Policy

What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website or web application owners to make their websites work, or work more efficiently, as well as to provide reporting information.

In general, cookies set by the website owner are called "first-party cookies". Cookies set by parties other than the website owner are called "third-party cookies". Third-party cookies enable third-party features or functionality to be provided on or through the website (such as advertising, interactive content, and analytics). The parties that set these third-party cookies can recognise your computer both when it visits the website in question and when it visits certain other websites. The Unblu cookies may appear as first-party cookies or third-party cookies, depending on the configuration of the website where Unblu is enabled.

Controlling cookies

Most browsers allow you to control cookies through their settings preferences. However, if you limit the ability of websites to set cookies, you may worsen your overall user experience, since it is no longer personalized. It may also stop you from saving customized settings like login information. For Unblu to work properly, cookies must be enabled. Depending on the

configuration of the particular website where Unblu is used, Unblu cookies may be treated as third-party cookies. By default, they are associated with `https://unblu.cloud`. This means these cookies are third-party cookies. You may therefore be unable to use Unblu depending on the cookie settings of your browser.

Why does Unblu use cookies?

Unblu sets and uses a number of cookies. These cookies are required for technical reasons so that the Unblu product suite works properly. We refer to these as "essential" or "strictly necessary" cookies.

The cookies that may be set by Unblu and the function they perform are described in the following sections.

Cookies set by Unblu

Essential Website Cookies

All the cookies that are set by Unblu are strictly necessary for the proper functioning of the Unblu product suite. They cannot be refused or disabled without impacting Unblu functionality.

Cookie NAME	DESCRIPTION
x-unblu-authsession	A cookie that expires after a week that exists once you have logged in and authenticated yourself on our website.

x-unblu-clientdata	This contains multiple elements of information needed for the unblu live collaboration suite.
x-unblu-anonymous-person	Used to store session information for anonymous Visitors. For example, if a visitor is sent a link to a conversation by an agent, this cookie can be used to restore the visitor's session.
x-unblu-conversation-session	Stores the conversation ID of an ongoing conversation. This can be used to determine whether a visitor has an ongoing conversation or not. Expires after 90 seconds.
x-unblu-device	Identifies the browser and the device.
x-unblu-lang	Stores the user's language preference. This cookie is used to display the user interface in the user's preferred language. Expires with the session.
x-unblu-recorder-session	Indicates that embedded co-browsing is active. Expires with the session.
x-unblu-session	Indicates that there is an active session with the Unblu Collaboration Server. The cookie is set as soon as the user interface is opened. Expires with the session.

| x-unblu-worker-origin | Used to determine the correct worker node during embedded co-browsing. Expires with the session. |

Other helpful resources

To learn more about advertisers' use of cookies, the following links are helpful:

- European Interactive Digital Advertising Alliance (EU)
- Internet Advertising Bureau (US)
- Internet Advertising Bureau (EU)

Browser manufacturers provide help pages relating to cookie management in their products. Please see below for more information.

- Google Chrome
- Mozilla Firefox
- Safari (Desktop)
- Safari (Mobile)
- Android Browser
- Opera
- Opera Mobile

For other browsers, see the documentation that your browser manufacturer provides.