



SITA

Cookie Policy

SITA Legal, Regulatory & Compliance Department
Brussels, Belgium

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This Cookie Policy ("**Policy**") explains how SITA and its affiliated companies ("**SITA**") use 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 right 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 visit 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**, placed directly by us on your computer or mobile device.
- **Third party cookies**, which are placed on your device by a third party on our behalf. We use third party cookies for functionality, performance, analytics, advertising, tracking 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 used, via 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.

Our use of advertising and social media cookies (non-essential cookies) involves the collection and storage of your personal data. For more information on the processing of your personal data, please refer to our general privacy statement, which can be accessed [here](#). Our general privacy statement explains how you can exercise your rights (e.g. to access, modify or erase your personal data) and how you can contact our data protection officer with any questions regarding your personal data.

1.1 Types of cookies we use

The types of cookies used on our Websites fall into five categories, namely '**essential website cookies**', '**performance and functionality cookies**', '**analytics and customisation cookies**', '**advertising cookies**', '**social media / networking cookies**', and '**tracking cookies**'. In the following table, we've set out some further information about each category, and the purposes of the cookies which we and third parties use.

Please note that we only use advertising and social media cookies if you have consented to them. The other categories of cookie (essential, functional, tracking, analytical and performance cookies) are used, in accordance with SITA's legitimate interests, to optimize your experience of the websites and our services.

Types and purpose of cookie	Who serves these cookies	How to block / withdraw consent
<p>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.</p>		<p>Because these cookies are strictly necessary for your use of the Websites, you cannot refuse them.</p> <p>You can, however, block or delete them by changing your browser settings as described below under the heading "How to control or delete cookies".</p>
	Weblogic	<p>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.</p>
	Biothenticate	<p>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.</p>
	New Relic (JSESSIONID)	<p>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.</p> <p>For more information about New Relic, please go to: http://newrelic.com/privacy</p>
<p>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.</p>	IGLOO	<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:</p> <p>https://www.igloosoftware.com/about/legal/privacy_policy</p>

<p>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 our marketing campaigns are, or to help us customise our Websites for you.</p>	<p>Google Analytics</p>	<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:</p> <p>https://support.google.com/analytics/answer/181881?hl=en .</p>
	<p>Sitelmprove</p>	<p>To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies "</p> <p>Alternatively, you can learn more about Sitelmprove here: http://siteimprove.com/privacy-policy/</p>
	<p>New Relic (NREUM)</p>	<p>To refuse these cookies, please follow the instructions below</p>

		<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_Nu4Z4o7i2N4wKyWi8RnT9fqz2oWm63PK4EGsZWd07tjqpV-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. Because of how cookies work, we cannot access these cookies, nor can the third parties access the data collected by cookies placed by us.	Facebook	If you want to prevent this, please delete all Facebook cookies after visiting Websites with Facebook plug-ins. This is only possible if you have first logged out of your Facebook account.
	LinkedIn, Slideshare	Log out of your LinkedIn account before activating the LinkedIn plug-ins and then delete all

		<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	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.
	Google+	Log out of your Google+ or Google account before visiting our Website.
	YouTube	To manage cookies when using Chrome, click here: https://support.google.com/chrome/answer/95647?hl=en-GB
	Pinterest	https://help.pinterest.com/en/articles/personalization-and-data-other-websites
	Flickr	https://policies.yahoo.com/us/en/yahoo/privacy/topics/cookies/index.htm
Tracking cookies: a tracking cookie is used to track a user's activity online. These types of cookies send a log of your online activities, usually tied to your IP address. The main purpose of cookies is to identify users and to prepare customized information for them.	SITA's customer portal www.portal.sita.aero	To refuse these cookies, please follow the instructions below under the heading "How to control or delete cookies ".

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 functionality.

1.3 Advertisement cookies

Third parties may place cookies on your computer or mobile device to facilitate advertising via our Websites. These companies may use information about your visits to this and other websites in order to provide you with 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 go to 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.

You can read more information on how you can exercise your rights (e.g. access, modify or erase your personal data) in our general (web) privacy statement: (*add link*)

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: privacy@sit.aero , or

via mail: DPO; 26, Chemin de Joinville; CH-1216 Cointrin Geneva, Switzerland