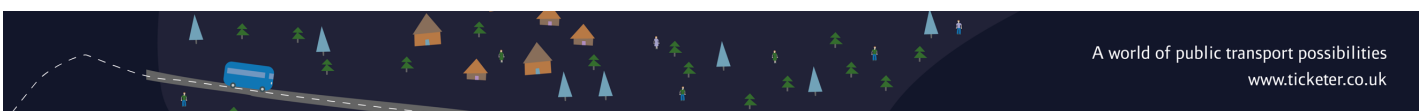


# Ticketer Portal Cookie Policy

Registered Office: Marlborough House, Charnham Lane, Hungerford, Berkshire, RG17 0EY  
Company Reg. No.: 7011600 VAT Reg. No.: 977 2560 80



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## 1 Introduction

Ticketer uses cookies to make our portal more user-friendly. The data we collect using cookies helps us understand our customers better so that we can provide a more focused user experience. Using the knowledge of your previous visits to our portal, Ticketer can enhance subsequent visits by tailoring our content to match your requirements.

We use cookies principally because we want to make our portal user-friendly. Generally, our cookies don't store sensitive or personally identifiable information such as your name or address. In the unlikely event that our portal uses cookies to store personal information about you, Ticketer will encrypt the personal data to prevent unauthorised use by anyone else.

## 2 What are Cookies?

Cookies are most often small text files that websites may put on your computer or mobile device while you're browsing. They're used for many different purposes. For example, they can:

- Help search engines remember that you want your search results in English;
- Help a website remember your preferences so that you don't need to customise it every time;
- Help websites to deliver a better service by showing you the content most relevant to you;
- Identify and resolve errors; and
- Analyse how well a website is performing.

The most common function of cookies is to remember bits of information that help make browsing the web easier and more hassle-free for you.

All modern browsers have tools to help you delete or block cookies. But it's important to remember that many websites – including Ticketer's Portal - need cookies in order to function properly. By deleting or blocking cookies, you could also block certain personalised features and you may not be able to take full advantage of some of the website's features.

Here's a list of the main types of cookies Ticketer uses, and what we use them for. (When we mention "cookies", we also mean web beacons and other technologies that collect information in a similar way to cookies on websites or emails. When we mention "websites", we also mean mobile applications and emails.)

Ticketer's cookies typically contain:

- a unique name set by the site that generated it;
- a value - the information within it that recalls your previous activities; and
- an expiration date, which determines how long the cookie will remain active in your browser before being automatically deleted.

### 3 Strictly Necessary Cookies

These cookies are essential in order to enable you to move around the portal and use its features, such as accessing secure areas of the website. Without these cookies, some services you may have asked for cannot be provided. As these cookies are strictly necessary we do not need to ask for your consent to use them.

Ticketer uses one strictly necessary cookie which is:

Cookie name	Purpose	Expiration Period
_RequestVerificationToken_Lw_	Used as a security measure when sending forms	End of session

### 4 Performance Cookies

These types of cookies collect information about how visitors use a website, for instance, which pages visitors go to most often. They may also show which email or web page visitors clicked through to visit a website, and whether they opened an email sent to them. Some of these are analytics cookies, set using third-party web analytics software, which allow companies to monitor their website traffic.

For the purpose of the management of our portal, Ticketer uses the Microsoft Application Insights and Google Analytics cookies detailed below.

Cookie name	Purpose	Expiration Period
ai_Session	To allow us to monitor the performance of the application and detect any errors, thus allowing us to improve performance and solve errors	End of session
ai_user	To allow us to monitor the performance of the application and detect any errors, thus allowing us to improve performance and solve errors	End of Session
_utma	Helps us count how many people visit our website by tracking if you've visited before	2 years
_utmb	This works with _utmc to calculate the average length of time you spend on our website	30 minutes
_utmc	This works with _utmb to calculate when you close your browser	End of session
_utmt	Helps us to get overall picture of how visitor use the site	10 minutes
_utmz	Allows us to track visitor behaviour and measure site performance	2 years
_utmz	This tells us how you reached our website (for example from another website or a search engine)	6 months

These cookies do not collect information about you as a user but collect data anonymously to help us identify trends on the portal. However, we may associate this cookie data with other personally identifiable data submitted by you (for instance when you submit a form, or partially complete a form), in order to make sure that our communications are as relevant to you as possible.

By using Ticketer's portal you agree we may place these types of cookies on your device.

## 5 How to change your cookie settings in your web browser

Each web browser has its own way of managing cookies. You can block or remove cookies yourself by altering the settings of your browser to block cookies or to send a warning notice before a cookie is stored on your computer. These changes will apply to all websites that you visit (unless you choose to block cookies from particular sites).

You should be aware that any preferences will be lost if you delete cookies. If you block cookies completely, many websites will not work properly and some functionality on these websites will not work at all. We do not recommend turning cookies off when using our websites for these reasons.

To find out more, consult your browser's help function.

## 6 Changes to this cookie policy

We recognise that transparency is an on-going responsibility, so we will keep this Portal Cookie Policy under regular review.