



Cookie Policy

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1. Introduction

This is the Cookie Policy for the Online platform Dialog. Dialog can be found at <https://app.dialog.nl/>.

1.1 What are cookies?

A cookie is a piece of text that is given by a web server to a visiting browser, in the hope and expectation that the browser will return it during a subsequent visit.

The cookie is an addition to the HTTP specification. The HTTP is used by everyone who visits a website: it controls the communication between a web server and a browser. However, it is not designed to view consecutive page visits as a whole. As a result, it is not automatically possible to retrieve data or settings during a follow-up visit.

To make this possible, the cookie and the set cookie headers for HTTP were introduced in 1997. This specification was last updated in April 2011 and is currently known as RFC 6265 HTTP State Management Mechanism.

1.2 How do cookies work?

Contrary to what politicians sometimes claim, cookies themselves are neither programs nor files, and technically nothing is stored by the web server on the visitor's computer. The browser can decide the latter entirely on its own. Ultimately, cookies are often saved as a file, but a web server cannot force a browser to actually store cookies or return them at a later visit.

A cookie is always tied to a specific domain or subdomain. Cookies are therefore only sent back to the same domain as where they came from. That way you know for sure that only Online platform's servers receive cookies that were previously obtained through the Online platform. Also via JavaScript access can only be obtained on the Online platform to the cookies placed by Dialog.

An important point of cookies is that they can be received with every HTTP request and that all known, relevant cookies are sent with every request. This also applies to the requests for requesting images, JavaScript and CSS files for a web page. Naturally the domain check is then also applied.

2. Welke cookies worden er geplaatst?

2.1 Cookies

What	Goal	Duration
.AspNet.ApplicationCookie	Login/Authentication	2 weeks -or- 2 hours (depending on Remember me option on Login)
XSRF-TOKEN	Login/Authentication	End of browser session
dialog_lang	Language	365 days
_ga _ga_ID	Sends information which can't be traced back to an individual to Google Analytics about what actions are performed in the Online platform Only after given opt-in consent during registration or in Account settings	End of browser session

2.2 Local storage

What	Goal	Duration
dialog_laf	Look and feel	Until cache is emptied
dialog_token	Login/Authentication	Until cache is emptied
dialog-LoginComponent-loginData	Login/Authentication	Until cache is emptied
ZD-settings ZD-suid ZD-buid ZD-store	Needed to display Zendesk Support widget in Dialog	Until cache is emptied

3. How do I remove cookies?

3.1 Removing cookies in Internet Explorer

1. Go to the menu Tools > Internet Options > General tab. Click Delete under Browsing History.
2. You may not want to delete all the cookies. Make sure that at least Cookies are checked and click on Delete.

3.2 Removing cookies in Firefox

1. Go to Tools > Options > Privacy. Click Clear your recent history.
2. Under Details you can indicate what exactly you want to delete. In any case, check Cookies. You can also indicate how old the cookies must be. Select all there.

3.3 Removing cookies in Google Chrome

1. Click on the 3 lines at the top right. Click Options > Advanced Options tab. Under Privacy, click Clear browsing data.
2. Make sure that Delete cookies and other site data is checked. You can also indicate how old the cookies must be. Select all there.