1. Proximus's cookie policy

1.1 What are cookies?

A cookie is a text file that is installed in the browser of your computer or mobile device by a website's server when you consult a website. The cookie contains a unique code which makes it possible for your browser to be recognized when you visit the website ("session" cookies) or during subsequent, repeated visits ("permanent" cookies). Cookies can be installed by the server of the website you visit or by partners of that website. A website's server can only read the cookies it has installed itself, and has no access to other information found on your computer or mobile device. Cookies are stored in the folder of your browser on your computer or mobile device. A cookie usually consists of the name of the server that placed the cookie, an expiry date, and a unique number code.
Cookies generally make the interaction between the visitor and the website faster and easier, and help the visitor navigate between the different parts of a website. Cookies can also be used to make the content or advertisement on a website more relevant for the visitor, and can be adapted to his personal taste and needs.

Cookies used on Proximus's websites

Different kinds of cookies are used on Proximus's websites.

1/ Necessary cookies

These cookies are indispensable for visiting our websites and using certain parts of the websites. For instance, they allow you to navigate between the different parts of the website, fill in forms, place orders,

and maintain the contents of your shopping cart. Even when you log in with your personal account, e.g. on the web portal of Skynet or the Proximus e-Services, these cookies are needed to check your identity in a secure way before you are granted access to your personal data. If you refuse these cookies, certain parts of the website will not work, or will not work optimally.

2/ Functional cookies

Functional cookies are cookies that make it easier for our websites to work, make them more pleasant for visitors, and ensure that you have a more personalized browsing experience. For example, these cookies can remember your language choice and customer segment, or whether you were already asked to participate in a survey so that you are not asked again the next time you visit the website.

3/ Performance cookies

We use performance cookies to obtain information about visitors' use of our websites, in order to improve the content of our websites, adapt them to the wishes of visitors, and make them more user-friendly. For instance, there is a cookie that counts the number of unique visitors, and a cookie that keeps track of the most popular pages.

4/ Advertisement cookies

When you visit our websites, cookies can be installed on your computer and read by the partners we work with for the advertising on our websites. These are advertisement cookies. Our partners use an advertisement network and, with the help of their cookies, anonymously collect information about your browsing behavior on the different websites. The collected information is used to ensure that the advertising on our websites and other websites which form part of the advertisement network is more

efficient and more adapted to your potential interests. The partner has no access to personal data on the visitors of our websites.

Managing cookies

You can refuse the installation of cookies via your browser settings. You can also remove cookies already installed on your computer or mobile device at any time.
On the following website, you will find the procedure for refusing and removing cookies on the most popular browsers: http://support.en.Proximus.be/app/answers/detail/a_id/15510
If you want to refuse advertisement cookies, you can do so via the following website: http://www.youronlinechoices.com/be-fr/