

*it*SMF International

The IT Service Management Forum

Cookie Statement

ITSMF International's website, like most websites, uses small text files called cookies. This note provides information on what cookies are, which cookies ITSMF International uses, and how they can be controlled.

If you wish to restrict or block cookies you can set your internet browser to do so - click on the following link for further information: www.aboutcookies.org

1. What are cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognizes that cookie. Cookies are widely used because they allow a website to recognize a user's device and therefore allow enhanced functionality.

You can find out more information about cookies at: www.allaboutcookies.org some definitions used in this note are provided at part 5 below.

2. How does ITSMF International use cookies?

ITSMF International uses cookies for the following purposes:

- to compile statistical data on the use of our website and its functioning, so that we can monitor and improve it;
- to facilitate users' ability to navigate through our website, including to allow registered users to access secure parts of our website; and
- to allow us to share our web pages via social media platforms.

3. Which cookies does ITSMF International use?

A full list of all the cookies we use is in the table at part 6 below.

Please note that we are auditing the use of these cookies and the table will be updated as we make ongoing changes.

4. How to control cookies

If you do not wish to receive cookies you can set your web browser to restrict or block them. All modern browsers allow you to change your cookie settings, typically be found in the 'options' or 'preferences' menu of your browser. In order to understand these settings, the following link may be helpful: www.aboutcookies.org

If you disable cookies you will not be able to use all the interactive features of our website.

5. Definitions

First Party/ Third party cookies

Refers to the web domain placing the cookie. First-party cookies are those set by a website that is being visited by the user at the time – the website displayed in the URL window. Third party cookies are cookies that are set by a domain other than that of the website being visited by the user. If a user visits a website and another entity sets the cookie through that website, this would be a third-party cookie.

Persistent cookies

These cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies

These cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Pixel tags

A pixel tag is not technically a cookie but is a similar type of technology placed on a website or within the body of an email for the purpose of tracking activity on websites, or when emails are opened or accessed, and is often used in combination with cookies. Information collected is anonymous.

6. Full list of cookies used by ITSMF International

Below is a full list of cookies set by www.itsmfi.org

a) Cookies set by our website CMS

| Cookie | Purpose / More Information | Names | Expiry |
|------------------|--|-----------------------------|--------|
| Cookie Agreement | Created when the 'OK to Continue' button is clicked in the | ITSMF international website | 1 week |

| | | | |
|--|---|--|--|
| | cookies notice at the top of page. Hides cookies notice on future visits. | | |
|--|---|--|--|

b) First Party cookies set by our website

| Cookie | Purpose / More Information | Names | Expiry |
|----------------------|---|---|--|
| Google Analytics | ITSMF International supports the use of Google Analytics within the site so that we can monitor activity on our website. Google Analytics cookies collect standard internet log information and visitor behaviour information in an anonymous form. More information . | _ga _gat | 2 years 10 minutes |
| Google Tag Manager | Google analytics is deployed through Google Tag Manager. More information | _dc_gtm | 10 minutes |
| Microsoft Azure | Ensures all requests are processed on the same cloud server instance. | ARRAffinity _vis_opt_exp | Session 100 days |
| Visual Web Optimizer | Visual Web Optimizer allows us to trial design variations on our website. The cookies tell us | _vis_opt_s _vis_opt_test_cookie _vwo_uuid _vis_opt_out | 100 days. Session 100 days. 100 days. |

| | | | |
|--|---|--|--|
| | <p>which version of the website you have seen. All information is kept anonymous.</p> <p>More information</p> | | |
|--|---|--|--|

c) Third Party cookies set by our website

| Cookie | Purpose / More Information | Names | Expiry |
|---------------|---|---|---|
| YouTube | We sometimes embed videos from YouTube. YouTube's use of cookies is governed by Google's privacy policy. More information . | VISITOR_INFO1_LIVE demographics use_hitbox Activity SID HSID PREF | Expiry dates for these cookies vary from the session to 10 years. |

d) Pixel Tags

We use both Facebook and Twitter pixel tags. Pixel tags are used to track conversion from social media to our website. See more information on [Facebook here](#) and [Twitter here](#)