

# AIB Websites Policy on Cookies and Tracking Technologies



This policy gives you information on how cookies and other tracking technologies work and why we use them. This policy also explains how you can accept, manage and disable cookies.

To make this policy easier to read, we refer to all of these technologies using the expression "cookies". When we refer to a "device" we mean your computer, smartphone, tablet, or whatever you use to visit our website. When we refer to a "website" we mean both an website or an app through which you visit our use our products.

Our use of cookies may be subject to change from time to time, but we will represent the cookie banner to you, update this policy and ask you to review your cookie preferences when we make any such changes which will become effective immediately.

Some cookies work by collecting and storing some form of your personal data. For information on how we collect and use your personal data in AIB please see our Data Protection Notice by clicking here:

ROI: <https://aib.ie/dataprotection>

AIB (NI): <https://aibni.co.uk/data-protection>

Allied Irish Bank (GB) : <https://aibgb.co.uk/Data-protection>

## What are cookies and other tracking technologies?

Cookies are small text files that are placed on your device or accessed from your device when you visit our website. Cookies may be set by us, by your browser and / or by a third party whose cookies we deploy on our website.

You might be familiar with browser cookies, but there are other types of tracking technologies used on our website. These include local storage objects (LSOs), flash cookies, tags, web forms, web beacons, pixels, software development kits (SDKs) 'like' buttons and social sharing tools..

## What types of cookies do we use?

Some cookies are set by us ("first party cookies"), other cookies are set by third parties whose services we use or partner with to run content on the page you are viewing ("third party cookies").

Some cookies are deleted when you close your browser. These are known as session cookies. Other cookies stay on your device until they expire, or you delete them from your browser. These are known as persistent cookies and enable us to remember things about you as a returning visitor. This website uses both session and persistent cookies.

## How we use Cookies

We use cookies to get an understanding of how you use our website and how we can improve it. This data helps us to support the provision of information and functionality and make sure this information is as up to date and relevant with personalised content, advertising and marketing in conjunction with our third party marketing partners. We also use cookies to store your settings and preferences and to remember your access information at your request, to provide products and services that you request and to track our website performance.

To achieve this, we use four different categories of cookies. The tables below explain these categories and related cookies the following headings;

- Cookie Subgroup refers to the party who has created the cookie.
- Cookie refers to the name of the cookie.
- Cookie description describes what the cookie does.
- Cookies Used refers to where the cookie resides. "1st Party" refers to cookies that live on AIB webpages. "3rd party" refers cookies that live on other service providers webpages who we partner with.

## Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Cookie Subgroup	Cookies	Cookie Description	Cookies used
Auth.aib.ie	currenturl	Used to remember the user's previous URLs for "Back" buttons on the forms.	First Party
Auth.aib.ie	Pa.ib	The PA cookie is equivalent to the PF , except that it comes from Ping Access - It is a session cookie with opaque content.	First Party
Auth.aib.ie	PF	Ping Federate session cookie which is created when an authenticated session is started.	First Party
Auth.aib.ie	Register	Created by AIB to force a register button to appear on Ping's id-first screen.	First Party
Auth.aib.ie	Return To	Used to populate a URL to for the "Next" button on manage profile.	First Party
Auth.aib.ie	CURRENT_EFFECTIVE_LOCALE.d838da32-d1e1-4897-9f62-cb74103f3fb5	Is cookie created for the user session before user is logged in, on first portal access.	First Party
api-resources.aib.ie	XSRF Token	Used for security to prevent cross-site request forgery attacks.	First Party

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## Performance Cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

Cookie Subgroup	Cookies	Cookie Description	Cookies used

## Functional Cookies

These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

Cookie Subgroup	Cookies	Cookie Description	Cookies used

## Targeting Cookies

These cookies may be set through our website by us or by our third party partners. They may be used by us or by our third party partners to store information about your preferences and to show you relevant adverts on our website or our third party partner's websites, to personalise our website, to tailor our marketing communications to you and to measure and improve our performance. These cookies may not contain any information that personally identifies you, but other personal data that we store about you may be linked to the information stored in and obtained from the cookies. You can choose to disable these cookies, but you will experience content and adverts that are less relevant to you.

Cookie Subgroup	Cookies	Cookie Description	Cookies used

## What types of personal data do we receive through cookies?

Examples of the types of personal data we receive through the cookies we use are listed below. This includes information we access directly from your device without storing or accessing a file:

- Cookie browser data: Cookie identifiers, time/date, services/products selected, whether and to which cookies you have consented;
- Device data: Device type, screen resolution, operating system version, browser rendering core, its version and basic settings;
- Log data: Time and duration of usage of our website and search data;
- Location data: Data about your country of access as proclaimed by your device;

- Behavioural data: Data about your usage of our website that we may process if you visit or use third party sites or applications to cooperate with us, and data on how you participate with the content of our website (such as pages visited, if you came from a marketing campaign, button clicks etc.)

## Who will receive or have access to your personal data relating to cookies?

We may disclose your cookie-related personal information to third parties or permit them to access that information in connection with the purposes mentioned above. Examples of these third parties can be categorised as follows:

- Advertising technology (Adtech), advertising platforms and data exchange technology providers
- Advertising, PR, digital and creative agencies
- Cloud software system providers, including database, email and document management providers
- Facilities and technology service providers including scanning and data destruction providers
- Insurers and insurance brokers
- Legal, security and other professional advisers and consultants
- Market and customer research providers
- Social media platforms
- Website and data analytics/modelling platform providers
- Website and app developers
- Website hosting services providers

## How to accept, manage and disable cookies?

Some cookies enable us to make essential features of our website work correctly and these cookies cannot be turned off. Other, non-essential cookies are very useful to us or to you, but as these cookies are not essential to the working of our website we require your consent before we place them on or access them from your device. Our default setting is to have these non-essential cookies turned off unless you choose to allow them.

If you want to accept, manage or disable the cookies on our website, you can do this at any time by clicking the shield icon in the left hand corner of every page. If you do not change your preference, your current preference, will continue to apply

A cookie will record your choices and will ask for consent again when the cookie consent expires, which is 6 months from the date you last provided it to us. If you disable any of the non-essential-cookies or associated personal information, then the corresponding functionality or features of this Website may not work properly, or at all. Your use of the core functions and features of this Website will not be affected.

You may also need to clear cookies set on our website from previous web browsing sessions. You can do this in your browser settings however this will clear all cookies including the essential cookies. Here are instructions on how to do this on major browsers:

- [Google Chrome](#)
- [Apply Safari](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)

If you delete cookies relating to this website you will be treated as a first-time visitor the next time you visit the website. For more information on how Google uses personal data visit the [Google's Privacy & Terms site](#).