

COOKIE POLICY – Allied Cooperative Insurance Group

1. Introduction

The Allied Cooperative Insurance Group is committed to protecting your privacy and ensuring a secure and user-friendly experience to its website <https://acig.com.sa>. This Cookie Policy explains what cookies are, how we use them, and how you can manage your consent. By continuing to use our website, you agree to our use of cookies in accordance with this policy.

2. What Are Cookies?

Cookies are small text files placed on your device (computer, smartphone, tablet) when you visit a website. They help websites function effectively by remembering your preferences, tracking usage, and enabling certain features. Cookies can be classified by their duration and purpose:

- **Session Cookies:** Temporary cookies that expire once you close your browser. They help manage data during a single browsing session.
- **Persistent Cookies:** These remain on your device for a set period or until deleted manually. They remember your preferences or actions across multiple sessions.

3. Types of Cookies We Use

We use various cookies on our website:

- **Strictly Necessary Cookies:** Essential for the website to operate correctly. These cookies enable core functionalities like secure logins and access to restricted areas.
- **Performance Cookies:** Collect data on how visitors use our website, such as which pages are visited most frequently. This helps us improve website performance and user experience.
- **Functionality Cookies:** Allow the website to remember your choices, such as language or region, to provide a more personalized experience.
- **Analytics Cookies:** Gather information on website usage to help us analyze trends and improve the site's functionality and content.
- **Third-Party Cookies:** Set by external services integrated into our website, such as social media features or embedded content. These cookies are governed by the policies of the respective third parties.

4. Cookie Consent

To comply with data protection regulations, we require your consent to use certain types of cookies, particularly those that are not strictly necessary. When you first visit our website, you will be presented with a cookie consent banner that provides information about our use of cookies and allows you to manage your preferences.

- **Consent Banner:** The banner will inform you about the types of cookies we use and seek your consent to activate non-essential cookies. You can choose to accept all cookies, reject non-essential cookies, or customize your preferences.

- **Managing Preferences:** You can manage your cookie preferences at any time by adjusting your browser settings.
- **Withdrawing Consent:** You have the right to withdraw your consent for non-essential cookies at any time. To do this, you can adjust your browser settings.

5. Managing Cookies

You can control and manage cookies through your browser settings. Most browsers automatically accept cookies, but you can modify your settings to decline cookies if you prefer. Please note that disabling cookies may affect your ability to use certain features of our website.

To manage cookies:

- **Browser Settings:** Access your browser's help section to find instructions on how to manage cookies, including blocking or deleting cookies.
- **Third-Party Opt-Out:** If you wish to opt out of cookies set by third parties (social media), visit the respective third party's website for instructions on how to do so.

Depending on your consent, the cookie value will be set accordingly.

1. Full Consent Across Platforms:

- If a customer provides consent for all cookies across both online platforms and in-store digital services, the cookie value should be 'www.acig.com.sa, 365'. This consent applies to all digital interactions, whether on the website, mobile app, or in-store kiosks.

Note: If user provide full consent by accept all – Cookie can be hold for 365 days no cookie popup message to be shown on his next visit.

2. Decline All Optional Cookies Across Platforms:

- If a customer declines consent for all optional cookies on both online and in-store digital platforms, the cookie value should be 'www.acig.com.sa, 90, none^'. This ensures that only mandatory cookies are used across all digital touchpoints.

Note: If user provide Decline all consent by Deny – Upon next visit again cookie consent will popup.

365: This indicates that the user's consent for cookies is valid for 365 days, or one year. This duration is typically used when a user gives full consent for all cookies, including those used for tracking, personalization, and analytics. It signifies a longer period of consent, reflecting a user's decision to allow a website to use all categories of cookies for an extended time.

90: This number indicates that the user's consent (or the lack thereof for optional cookies) is valid for 90 days, or approximately three months. This shorter duration is often applied when a user declines consent for all optional cookies, limiting the use of cookies to those that are strictly necessary for the website's operation. After this period, the website may prompt the user again to confirm or update their cookie preferences.

6. Changes to This Cookie Policy

We may update this Cookie Policy periodically to reflect changes/updates in our practices or legal requirements. Any updates will be posted on this document, and the "Last Updated" date will be revised. We encourage you to review this policy regularly to stay informed about how we use cookies and any changes that may affect you.

7. Contact Information

If you have any questions or concerns about our Cookie Policy or our use of cookies, please contact us at: data.privacy@acig.com.sa

[Allied Cooperative Insurance Group]

[Insert Contact Information: Email, Phone Number, Mailing Address]

<https://acig.com.sa>

We are committed to ensuring your privacy and providing a secure online experience. Your feedback and inquiries are important to us, and we are here to assist with any questions you may have. By continuing to use our website, you acknowledge that you have read and understood this Cookie Policy and consent to our use of cookies as described.