COOKIE POLICY

1. **Introduction**

1.1 This website (www.kenya-airways.com) is owned and run by Kenya Airways PLC of Airport North Road, Embakasi, Nairobi, Kenya, also referred to in this Cookie Policy as "**Kenya Airways**", "**we**" or "**us**". Kenya Airways is committed to protecting and respecting your privacy.

1.2 This Cookie Policy should be read together with our Privacy Policy. It explains what cookies are and how and why they may be stored on and accessed from your device when you use this website.

1.3 We may amend this Cookie Policy at any time. If we do this we will post the revised version on this page of the website. Unless we inform you otherwise, a change will take effect seven days after the date that we post it. Your use of the site and our services after a change takes effect will be subject to this policy as amended by any change. Such use will also constitute your acceptance of that change.

2. **What are cookies?**

2.1 Cookies are small text files that are placed on your computer, mobile phone or tablet by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to website owners.

2.2 Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to use the site, you are agreeing to our use of cookies in accordance with the terms of this policy.

2.3 More information on all aspects of cookies (including how to disable cookies) can be found on www.allaboutcookies.org. Please note that Kenya Airways has no affiliation with, and is not responsible for, this third party website.

3. **How do we use cookies?**

3.1 We use the following types of cookies:

(a) **First party cookies** - are cookies that are placed by the website you are visiting. **Third party cookies** - are cookies placed by a website other than the one you are visiting. Please note that we do not control the collection or further use of data by third parties.

(b) **strictly necessary cookies** - these are cookies that are required for the operation of our website, e.g. cookies that enable you to log into secure areas of our website;

(c) **analytical/performance cookies** - these allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, e.g. by ensuring that users are finding what they are looking for easily;

(d) **functionality cookies** - these enable us recognise you when you return to our website and allow us to personalise our content for you and to remember your preferences; and

(e) **targeting cookies -** these cookies record your visit to our website, the pages you have visited and the links you have followed, including whether you downloaded a particular whitepaper/campaign material or viewed a video/campaign material on the website. We will use this information to make our website and the advertising displayed on it more relevant to your interests.

3.2 The cookies we use are non-intrusive and are used by most websites. The table below describes in further detail the cookies that the site uses and why:

Cookie Name	Description/Type	Retention
ASP.NET_SessionId .ASPXAUTH	These online notification form cookies are the default cookies used by ASPNET to uniquely identify the user's session on the site and relate the visitor's unique session to server side data. The cookie will expire at the end of the session (when the user closes their browser).	**Session Cookie**
EkAnalytics	This cookie is set by the analytics reporting system and is only used by authenticated users who view analytics data.	Third party cookie used by Ektron for built-in analytics tracking. **Expires 1 year after it is set.**
EktGUID	This cookie is used to track visitors to the site. A unique identifier for the current visitor is	**Expires 1 year after it is set.**

	generated for all visitors, including anonymous visitors, and assigned to the visitor at the time they first arrive on the site.	
Google Analytics _utma, _utmb, _utmz	These 'persistent cookies' collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	**Time period is specified by Google.** What is stated below is an estimate: **_utma – two years** **_utmb -** **Session Cookie** **_utmz – Six months**
Google Analytics **_utmc**	These session cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors that have come to the site, where visitors have come to the site from and the pages they visited.	**Time period is specified by Google.** What is stated below is an estimate: **Session cookie**
Google Analytics _utmt, _utmv	These 'persistent cookies' collect information in an anonymous form, including the number of visitors that to the site, where visitors have come to the site from and the pages they visited.	**Time period is specified by Google.** What is stated below is an estimate: **_utmt – Session Cookie** **_utmb – Session Cookie** **_utmz – 6 months**
Ektron ecm	Third party cookie used by Ektron application (our content management system) to store information about the anonymous and logged in visitor, including language, currency, user culture and site	**Session Cookie**

	information. For authenticated users, the user ID and a unique ID are stored and compared with the values on the server to determine valid authentication. The cookie expires at the end of the session when the browser window is closed.	
Google Analytics **_ga**	This is a single cookie named _ga to store a unique client identifier (Client ID), which is a randomly generated number. Once the Client ID is generated, it is stored in the cookie and is included with each hit / request sent to Google Analytics. This Client ID is later used by Google Analytics servers to calculate user, session, and campaign data.	**Time period is specified by Google.** What is stated below is an estimate: 2 years
Google Analytics **_gat**	The _gatglobal object is used to create and retrieve tracker objects, from which all other methods are invoked. The methods in this list should therefore be run only off a tracker object created using the _gat global variable	**Time period is specified by Google.** What is stated below is an estimate: **Session Cookie**
UsrLang	This is a persistent cookie defined by Kenya Airways. It is used in the allocation of the correct OFFCEID during booking and modifying your booking. It is also used to display the correct country website for users accessing our website.	**15 days**
usrcty	This is a persistent cookie defined by Kenya Airways. It is used in the allocation of the correct OFFCEID during booking and modifying your booking. It	**15 days**

	is also used to display the correct country website for users accessing our website.	
usrctyName	This is a persistent cookie defined by Kenya Airways. It is used in the allocation of the correct OFFCEID during booking and modifying your booking. It is also used to display the correct country website for users accessing our website.	**15 days**
Eloqua asynchronous cookie	this is a third party persistent cookie provided by Eloqua.com	Unless the user clears the cookie we will retain **1 years' history** at any given time

3.3　Please note that any processing of your personal information in connection with cookies, and for other purposes, is governed by our [Privacy Policy](#).

3.4　This website uses Google Analytics, a web analytics service provided by Google, Inc. ("**Google**"). Google Analytics uses cookies to help the website analyse how users use the site.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

For more information please visit http://www.google.com/analytics/

4.　**Refusing or withdrawing your consent to the use of cookies**

You can refuse or withdraw your consent to the use of cookies and disable them at any time by changing the settings on your browser. However, please note that if you do so, it may affect your ability to properly use this website.

You may opt-out from cookies by visiting the following sites and selecting

which company cookies you would like to opt-out from: http://www.aboutads.info/choices/#completed and http://www.youronlinechoices.com/. Please note that Kenya Airways has no affiliation with, and is not responsible for, these third-party websites.

5.   **Contact us**

If you have any questions or need further information about our cookie practices, please contact us at Kenya Airways PLC, Airport North Road, Embakasi, Nairobi, Kenya. Email: customer.relations@kenya-airways.com.

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