



COOKIE POLICY

1 Introduction

- 1.1 This website is owned and run by Kenya Airways Limited 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.

3 How do we use cookies?

- 3.1 We use the following types of cookies:
 - a) **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;
 - b) **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;
 - c) **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

- d) **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. None of your personal details are held in these cookies. 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 generated for all visitors, including anonymous visitors, and assigned to the visitor at the time they first arrive on the site.	Expires 1 year after it is set.
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. See here for an overview of Google's Privacy Policy.	Time period is specified by Google. What is stated below is an estimate: __utma – two years __utmb – Session Cookie __utmz – 6 months
Google Analytics	These session cookies are	Time period is

<p>__utmc</p>	<p>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 to the site, where visitors have come to the site from and the pages they visited.</p>	<p>specified by Google. What is stated below is an estimate: Session cookie</p>
<p>Google Analytics __utmt, __utmv</p>	<p>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.</p>	<p>Time period is specified by Google. What is stated below is an estimate: __utmt - Session Cookie __utmb - Session Cookie __utmz - 6 months</p>
<p>Ektron ecm</p>	<p>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 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.</p>	<p>Session Cookie</p>
<p>Google Analytics __ga</p>	<p>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</p>	<p>Time period is specified by Google. What is stated below is an estimate: 2 years</p>

	later used by Google Analytics servers to calculate user, session, and campaign data.	
Google Analytics _gat	The _gat global 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 OFFICEID 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 OFFICEID during booking and modifying your booking. It is also used to display the correct country website for uses accessing our website.	15 days
usrctyName	This is a persistent cookie defined by Kenya Airways. It is used in the allocation of the correct OFFICEID during booking and modifying your booking. It is also used to display the correct country website for uses 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.

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 can find out more about the way cookies work and how to disable them at <http://www.cookiecentral.com>.

5 **Contact us**

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