

COOKIES POLICY FOR KH ONLINE

COOKIES POLICY FOR KH ONLINE (INCLUDING ACCESS VIA MOBILE AND TABLET APP)

Scope and Definitions

Throughout this Cookies Policy key words and expressions begin with a capitalised letter and are used with the defined meaning set out in Part 1 of the Banking and Investment Terms of Business ("Terms of Business"), including the Schedules (where relevant). A reference to Bank/we/us means Kleinwort Hambros and any transferee, assignee or successor of Kleinwort Hambros.

A reference to you/your/client refers to a person who has agreed to the Terms of Business.

Cookies Policy

This Cookies Policy explains our limited use of cookies and the information which is collected by the cookies in the provision of KH Online. By using KH Online you consent to the use of the cookies set out in this Cookies Policy. We only use cookies and the information obtained through them to deliver service functionality and to enhance the security of KH Online: if you cease to use KH Online we will not read the cookies or use the information obtained through them. However, the cookies cannot be disabled when you use KH Online.

What are cookies?

Cookies are text files containing small amounts of information which are downloaded to your computer or smart device when you visit a website or other internet enabled service. Cookies are then sent back to the originating web domain on your subsequent visits to that domain.

Cookies are useful because they allow a website or internet enabled service to recognise a user's smart device. Cookies allow you to navigate between pages efficiently, remember preferences and generally improve the user experience and for us to make KH Online more secure.

Session cookies are deleted automatically when you close your browser and persistent cookies remain on your computer or your smart device (that is, your smartphone, tablet or similar device) after the browser is closed (for example to remember your user preferences when you return to the site or service).

What types of cookies do we use?

The categories of cookies used in connection with our various products and services are listed below.

The cookies we use are stored on your computer when you use it to access KH Online and are also stored in the KH Online App you download to your smart device when you access the services through such device.

Strictly necessary cookies

We use specific cookies to enhance the security of KH Online.

These cookies are used for both your computer and your smart device unless indicated otherwise.

Functionality cookies

We make use of cookies to provide you with certain functionality. For example, to remember choices you make (such as your user name, language or the region you are in), or to recognise the platform from which you access a site, and to provide enhanced and more personal features. These cookies are not used to track your browsing outside of KH Online. KH Online is not offered without the use of these cookies. If you do not consent to the use of these cookies, you will not be able to download and use the KH Online App.

These cookies are used for both your computer and your smart device unless indicated otherwise.

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Strictly necessary cookies

Cookie name	Source	Purpose	Persistence (session/persistent)	Comment
AL_SESS	Airlock	session tracking	session	
BRSINFO_browser	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp
BRSINFO_cpulnfo	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp
BRSINFO_env	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp. Contains concatenated details of date + javaEnabled + windowSize.
BRSINFO_os	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp
BRSINFO_osPlatform	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp. Contains concatenated details of the plugins installed in the user's browser.
BRSINFO_screenColorDepth	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp
BRSINFO_sysLang	Browser	security: anti-phishing, tracking browser changes	session	CustomerClient+LoginApp
BRSINFO_portalApp	PortalApp	security: anti-phishing, tracking browser changes	session	

Functionality cookies

Cookie name	Source	Purpose	Persistence (session/persistent)	Comment
CLX_EB_LOGIN_INFO	LoginApplication	Stores preferred language and tenant	persistent	Used by the login application webserver to ensure that the login page appears the same as it did when the user previously logged in Not used for a Device
CLX_MB_LOGIN_LANG	LoginApplication	Stores preferred language	persistent	Language MobileBanking Not used for a Device
CLX_MB_LOGIN_<bank>_<session_id>	LoginApplication	Simplified Login with Binding Cookie	persistent	Not used for a Device

This Cookies Policy was last updated on 25 October 2019.

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