Syngene Cookie Policy

Contents

This Cookie Policy sets out the basis on which Syngene use cookies and similar technologies on or in relation to our website (www.syngeneintl.com).

1.   WHAT ARE COOKIES AND OTHER TRACKING TECHNOLOGIES?

Cookies are small text files which a website may put on your computer or mobile device when you visit a site or page. The other tracking technologies work similarly to cookies and place small data files on your devices or monitor your website activity to enable us to collect information about how you use our Sites. This allows our Sites to recognize your device from those of other users of the Sites. Syngene may use this data to analyse trends and statistics and to help us provide better customer service. Please see our data privacy policy to know more about how we collect and use your information.

2.   HOW DO OUR SITES USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

Syngene uses cookies and other tracking technologies across its websites to improve their performance and enhance user experience. At times we may seek to place a cookie on your device which allows the server to recognise the device when it visits again, in order to track statistical information about navigation to and throughout certain areas of our website, and to Syngene promotions on other websites. The information that is tracked by such a cookie is used only for internal purposes, such as to improve website navigation and to measure the effectiveness of our promotional placements.

To administer our Sites and for research purposes, we have contracted with third-party service providers to track and analyse statistical usage and volume information from our Site users. These third-party service providers use persistent Cookies to help us to improve the user experience, manage our Site content, and analyse how users navigate and utilize the Sites.

3.   COOKIE CLASSIFICATION

Generally, cookies on our websites are in the following categories:

3.1   **Strictly Necessary cookies**

These cookies are essential in order to enable you to move around the Site and use its features, such as accessing secure areas of the Site. Without these cookies, services you have asked for cannot be provided.

Host	Cookie Name	Type	Description	Lifespan
www.syngeneintl.com	ASP.NET_SessionId	HTTP Cookie	Preserves the visitor's session state across page requests.	Session

3.2   **Performance cookies**

These cookies collect information about your visit and use of this website, for instance which pages you visit the most often, and if you get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is anonymous and is only used to improve how this website works.

Host	Cookie Name	Type	Description	Lifespan
Google Tag Manager Google	_ga	HTTP Cookie	Visitor Identification	2 years
Google Tag Manager	_gid	HTTP Cookie	User Journey	24 hours

Host	Cookie Name	Type	Description	Lifespan
Google Tag Manager Google	_gat	HTTP Cookie	Throttling Request Rate	10 min
Google Tag Manager Google	_gcl_au	HTTP Cookie	Browsing Behaviour	3 months
YouTube	GPS	HTTP Cookie	Registers a unique ID on mobile devices to enable tracking based on geographical GPS location.	1 day
Google	IDE	HTTP Cookie	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user	1 year
YouTube	YSC	HTTP Cookie	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.	Session
YouTube	VISITOR_INFO1_LIVE	HTTP Cookie	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.	179 days

3.3   Functionality cookies

These cookies allow a site to remember choices you make (such as your username, language or the region you are in) and provide more enhanced, personal features. These cookies cannot track your browsing activity on other websites. They don't gather any information about you that could be used for advertising or remembering where you've been on the Internet outside our site.

Host	Cookie Name	Type	Description	Lifespan

3.4   Targeting cookies

These cookies are used to (1) deliver advertisements more relevant to you and your interests; (2) limit the number of times you see an advertisement; (3) help measure the effectiveness of the advertising campaign; and (4) understand people's behaviour after they view an advertisement. They are usually placed on behalf of advertising networks with the site operator's permission. They remember that you have visited a site and quite often they will be linked to site functionality provided by the other organization.

Host	Cookie Name	Type	Description	Lifespan

3.5   Social Media Cookies

These cookies are used when you share information using a social media sharing button or "like" button on our Services or you link your account or engage with our content on or through a social networking website such as Facebook, Twitter or Google+. The social network will record that you have done this and collect information from you which may be your personal information.

Host	Cookie Name	Type	Description	Lifespan

We maintain the highest levels of confidentiality for this information. This anonymous information is used and analysed only at an aggregate level to help us understand trends and patterns. If you do not want your transaction details used in this manner, you can either disable your cookies. However, if you prefer not to accept cookies, you can set your browser to reject them or to alert you before one is placed. If you have any questions, please contact us using the e-mail address in the Contact section below.

4.   PHISHING ATTACKS

We would like to caution our visitors about phishing attacks, wherein unscrupulous third parties seek to extract sensitive and confidential information from you by posing as a genuine website or by a sending an email misrepresenting it to be from a genuine source. Please be aware that we never seek sensitive or confidential information such as your financial or health record through emails or through our websites. If you receive such a message claiming to be from Syngene, then please do not reply to it and immediately bring it to our attention by contacting us using the e-mail address in the Contact section below.

5.   ANTISPAM POLICY

Syngene recognizes the receipt, transmission or distribution of spam emails (unsolicited bulk emails) as a major concern and has taken reasonable measures, to minimize the transmission and effect of spam emails in its computing environment. All emails received by Syngene are subject to spam check. With this measure, along with other technical spam reduction measures, Syngene hopes to minimize the effect of spam emails. Syngene reserves the right to reject and / or report any suspicious spam emails, to the authorities concerned, for necessary action, from time to time.

6.   HOW TO ENABLE AND DISABLE COOKIES USING YOUR BROWSER:

There are a number of different ways in which you can accept or reject some or all cookies. Some of the main methods of doing so are described below.

You are welcome to block the use of some or all of the cookies we use on our website. However, please be aware that doing so may impair our website and its functionality or may even render some or all of it unusable.

You should also be aware that clearing all cookies from your browser will also delete any cookies that are storing your preferences, for example, whether you have accepted cookies on a website or any cookies that are blocking other cookies.

6.1   *Google Chrome*

- Click the wrench icon on the browser toolbar
- Select Settings
- Click 'Show advanced settings'
- In the "Privacy" section, click the 'Content settings' button
- To enable cookies in the "Cookies" section, select 'Allow local data to be set', this will enable both first-party and third-party cookies. To allow only first-party cookies select 'Block all third-party cookies without exception'
- To disable cookies, in the "Cookies" section, select 'Block sites from setting any data'
- Note there are various levels of cookie enablement and disablement in Chrome. For more information on other cookie settings offered in Chrome, refer to the following page from Google: http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647

6.2   *Microsoft Internet Explorer 6.0, 7.0, 8.0*

- Click on 'Tools' at the top of your browser window and select 'Internet Options'

- In the options window navigate to the 'Privacy' tab
- To enable cookies: Set the slider to 'Medium' or below
- To disable cookies: Move the slider to the top to block all cookies
- Note there are various levels of cookie enablement and disablement in Explorer. For more information on other cookie settings offered in Internet Explorer, refer to the following page from Microsoft: http://windows.microsoft.com/en-GB/windows-vista/Block-or-allow-cookies

6.3 *Mozilla Firefox*

- Click on 'Tools' at the browser menu and select 'Options'
- Select the Privacy panel
- To enable cookies: Check 'Accept cookies for sites'
- To disable cookies: Uncheck 'Accept cookies for sites'
- Note there are various levels of cookie enablement and disablement in Firefox. For more information, refer to the following page from Mozilla: http://support.mozilla.org/en-US/kb/Enabling%20and%20disabling%20cookies

6.4 *Opera*

- Click on 'Setting' at the browser menu and select 'Settings'
- Select 'Quick Preferences'
- To enable cookies: check "Enable Cookies"
- To disable cookies: uncheck "Enable Cookies"
- Note there are various levels of cookie enablement and disablement in Opera. For more information on other cookie settings offered in Opera, refer to the following page from Opera Software: http://www.opera.com/browser/tutorials/security/privacy/

6.5 *Safari on OSX*

- Click on 'Safari' at the menu bar and select the 'Preferences' option
- Click on 'Security'
- To enable cookies: In the 'Accept cookies' section select 'Only from site you navigate to'
- To disable cookies: In the 'Accept cookies' section select 'Never'
- Note there are various levels of cookie enablement and disablement in Safari. For more information on other cookie settings offered in Safari, refer to the following page from Apple: http://docs.info.apple.com/article.html?path=Safari/3.0/en/9277.html

6.6 *All other browsers*

Please look for a "help" function in the browser or contact the browser provider.

7. CONTACT

If you have any concerns as to how your data is processed, you can contact us by writing to Syngene's Data Protection Officer at dpo@syngeneintl.com.

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