Library website (Bibliotheekwebsite) cookie statement

The English text of this cookie statement is a translation. In case of confusion or contradictions between the English and the Dutch versions, the Dutch version takes precedence.

General

This Cookie Statement applies to this website and constitutes part of a broader policy relating to **User Terms and Conditions** and **Privacy** (see the footer of this website).

Anyone using this website accepts this Cookie Statement.

What are cookies?

Cookies are small information files that a website server temporarily or permanently files on your computer or device through the browser. The cookies contain a unique code that allows your browser to be recognised during your visit to such website ("session" cookie) or during subsequent visits ("permanent" cookie).

Why are cookies used?

Cookies enable us to simplify, complete and personalise website use. The information collected through cookies makes it possible for us to:

- perform user analyses of the website and thus permanently optimise the website for its users;
- draw up reports and statistics based on anonymised/pseudonymised statistic processing, so that we are able to report to the Flemish government within the scope of the indicators included in our management agreement.

Cookie management

You can refuse the installation of cookies in your browser settings. You can also delete at any time cookies that have already been set on your computer or mobile device. To do so, go to the "Settings" or "Options" menu of your browser and tick the correct settings for the use of the cookies in the "Privacy" tab. However, this may result in the reduction of the performance of the website use or that certain functionalities cannot be used at all.

The first time you visit the Library website (Bibliotheekwebsite) a pop-up arises through which you can set your cookie preferences. At any moment afterwards you can reset and preserve your preferences via "cookies" (see the footer of this website).

Who is responsible for the use of the cookies?

The person responsible for the use of the cookies on this website is:
Cultuurconnect vzw
Priemstraat 51, 1000 Brussels
Enterprise number: 0629.858.909

The Cultuurconnect Data Protection Officer (DPO) can be reached via the above-mentioned address (Attn Data Protection Officer), or at dpo@cultuurconnect.be.

Which cookies are used?
The website can use different types of cookies.

A. Essential (obligatory) cookies
These cookies are indispensable for visiting the website and to be able to use certain components. For example, these cookies allow you to navigate between the various website components or to fill in forms.
These cookies cannot be refused.

LIST OF ESSENTIAL COOKIES		
Name	**Expiry**	**Purpose**
JSESSIONID	Until end of session	General purpose platform session cookie, used by sites written in JSP. Usually used to maintain an anonymous user session by the server
SERVERID	Until end of session	Usually used for load balancing. Identifies the server that delivered the last page to the browser. Associated with the HAProxy Load Balancer software
SSESS<session-id>	Until end of session	Session identifier for logged-in users
ARRAffinity	Until end of session	This cookie is set by websites run on the Windows Azure cloud platform. It is used for load balancing to make sure the visitor page requests are routed to the same server in any browsing session
NSC_<cookie_identifier>	8 hours	Associated with the Netscaler load balancing service from Citrix. This is a pattern type cookie with the root being NSC_ and the rest of the name being a unique encrypted alpha numeric identifier for the virtual server it originated from. The cookie is used to ensure traffic and user data is routed to the correct locations where a site is hosted on multiple servers
OBID_AUTOLOGIN	8 hours	Cookie of Mijn Bibliotheek to remain logged in

B. Functional cookies
Functional cookies make it easier and more pleasant to visit the website. They also make it possible to navigate more personally on the website. These are cookies that remember your language preference, for example, or cookies that keep a record as to whether you have

already been asked to participate in a survey so that you need not be presented with the same one again.

If you refuse these cookies some or all of these services may not function optimally.

Via "cookies" (see footer of this website) you can choose to refuse or accept functional cookies.

LIST OF FUNCTIONAL COOKIES		
Name	**Expiry**	**Purpose**
search_context	Until end of session	Stores the last executed search query and a search token (URL encoded + base64 encoded)
Drupal.<cookie_identifier>	Until end of session	Technical cookie to save the site state. E.g. "Drupal.visitor.library_portal_announcement_dismissed" so the portal announcement message isn't displayed again once it has been dismissed
__utmt	10 minutes	This cookie is set by Google Analytics and is used to throttle the request rate for the service - limiting the collection of data on high traffic sites. It expires after 10 minutes
VISITOR_INFO1_LIVE	6 months	This cookie is set by YouTube to keep track of user preferences for YouTube videos embedded in sites. it can also determine whether the website visitor is using the new or old version of the YouTube interface

C. *Analytical cookies*

We use Hotjar to analyse our website use. We use Hotjar to better understand use needs and in this way permanently optimise the website for the users. By using Hotjar, we can form a better image of the user experience (for example, how much time the users spend on which pages, which links are clicked and how frequently this is done, etc.), which enables us to improve our service provision based on user feedback. Hotjar uses cookies to collect data on user behaviour and on the devices used (in particular, IP addresses (only anonymised), type, browser information, etc.). Neither Hotjar nor Cultuurconnect will use this information to identify individual users, nor will this information be linked to other personal data. You can find more information in the Hotjar privacy policy.

We also use Google Analytics to analyse how our website is used. Google may also place so-called third-party cookies on this website to enable us to use this service. You can find more information on the Google Analytics service in the Google privacy policy.

Via "cookies" (see footer of this website) you can choose to refuse or accept analytical cookies.

LIST OF ANALYTICAL COOKIES

Name	Expiry	Purpose
__utmc	Until end of session	This is a cookie set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. When used by Google Analytics this is always a Session cookie which is destroyed when the user closes their browser. Where it is seen as a Persistent cookie it is therefore likely to be a different technology setting the cookie
YSC	Until end of session	YouTube uses this cookie to track the views of embedded videos
_hjAbsoluteSessionIn Progress	30 minutes	This cookie is used to detect the first pageview session of a user. This is a True/False flag set by the cookie
_hjid	365 days	Hotjar cookie that is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behaviour in subsequent visits to the same site will be attributed to the same user ID
ajs_anonymous_id	365 days	This cookie is set by Segment as a randomly generated ID for anonymous visitors
__utmz	6 months	This is a cookie set by the Google Analytics service which enables website owners to track visitor behaviour measure of site performance. This cookie identifies the source of traffic to the site - so Google Analytics can tell site owners where visitors came from when arriving on the site. The cookie has a life span of 6 months and is updated every time data is sent to Google Analytics

__utmb	30 minutes	This is a cookie set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. This cookie determines new sessions and visits and expires after 30 minutes. The cookie is updated every time data is sent to Google Analytics. Any activity by a user within the 30 minute life span will count as a single visit, even if the user leaves and then returns to the site. A return after 30 minutes will count as a new visit, but a returning visitor
__utma	2 years	This is a cookie set by the Google Analytics service which enables website owners to track visitor behaviour and measure site performance. This cookie lasts for 2 years by default and distinguishes between users and sessions. It used to calculate new and returning visitor statistics. The cookie is updated every time data is sent to Google Analytics. The lifespan of the cookie can be customised by website owners
DSID	380 days	This cookie is set to note your specific user identity. It contains a hashed/encrypted unique ID

D. Marketing and social media cookies
Marketing and social media cookies are third party cookies aimed at showing personalized ads and enabling social media integrations.

Via "cookies" (see footer of this website) you can choose to refuse or accept marketing and social media cookies.

LIST OF MARKETING AND SOCIAL MEDIA COOKIES		
Name	**Expiry**	**Purpose**
IDE	355 days	Used for serving targeted advertisements that are relevant to you across the web. Targeted advertisements may be displayed to you based on your previous visits to this website
fr	90 days	The 'fr' cookie is used to deliver, measure and improve the relevancy of ads, with a lifespan of 90 days

datr	Expires when the browser session ends	The purpose of the datr cookie is to identify the web browser being used to connect to Facebook independent of the logged in user. This cookie plays a key role in Facebook's security and site integrity features
sb	2 years	This cookie is used to store information that allows us to recover your account in the event that you forget your password or to require additional authentication if you tell us that your account has been hacked
c_user	365 days	This cookie remembers your browser so you do not have to keep logging in to Facebook and so you can more easily log in to Facebook via third-party apps and websites
xs	365 days	According to facebook.com, they remember your browser so you do not have to keep logging in to Facebook and so you can more easily log in to Facebook via third-party apps and websites.
presence	Until end of session	This session-based 'presence' cookie is used to support your use of Messenger chat windows
wd	7 days	This cookie is used to deliver an optimal experience for your device's screen
dpr	7 days	This cookie is used to deliver an optimal experience for your device's screen

Amendments

This Cookie statement may be amended. It is therefore advisable to regularly have a look at it. The most recent amendment dates back to 1 March 2021.