

Cookie Policy - Web Platform

This policy covers the use of cookies on our web platform, (aus.irisconnect.com, europe.irisconnect.com, us.irisconnect.com, eu.icconnect-online.com)

Use of cookies

We use cookies to better the users' experience while using our platform. This website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

Cookies are small files either saved to the user's computers hard drive or that expire when you close your browser that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Below is a list of all the cookies we use of on website, their purpose, categorisation, and how long they are stored on your device for.

We consider "strictly necessary" and "functionality cookies" essential to our website's performance, smooth running and continued improvement.

What we need and why we need it?

We store some data in their browser rather than having to request it on every page load. In some circumstances, we want to return users to previous pages after an action. Typical data we store includes:

- *authorisation token*
- current user id
- current organisation id
- return to path
- branding to use

What do we do with it?

In line with common practice, we use the data to provide a more fluid user experience by enabling us to refer to data in their browser rather than load it for every page or return them to previous pages after an action.

How long do we keep it?

We don't – the data is securely stored in the client's browser environment. The users have control over the removal and clearing of cookie data. (We do not set an automatic expiry of our session cookies).

Cookies we use:

Strictly Necessary:

Name	Owned by	Domain	Duration	Purpose	Category
AWSELB	IRIS Connect	.irisconnect.com	1 hour	Amazon load balancing	Strictly Necessary
JSESSIONID	IRIS Connect	.nr-data.net	End of browsing session	Preserves users states across page requests	Strictly Necessary
_athena_session	IRIS Connect	.irisconnect.com	End of browsing session	Preserves users states across page requests.	Strictly Necessary
request_method	IRIS Connect	.irisconnect.com	End of browsing session	determining the type of request to the website	Strictly Necessary

Functionality:

Name	Owned by	Domain	Duration	Purpose	Category
__zlcmid	Zopim	.irisconnect.com	1 year	Enables chat to continue with us as you view different pages on our site, or if you come back to the site later.	Functionality
__zlcprivacy	Zopim	.irisconnect.com	1 year	Set if you choose to disable the __zlcmid cookie and __zlcmid is	Functionality

				deleted	
_cfduid	Zopim	.zopim.com, .zopim.io	1 year	Enables chat to continue with us as you view different pages on our site, or if you come back to the site later.	Functionality
_frontend-webforms_session	Podio	.podio.com	End of browsing session	To use data collection forms on the website	Functionality

Performance:

Name	Owned by	Domain	Duration	Purpose	Category
_ga	Google	.irisconnect.com, .podio.com	2 years	Tracking user behaviour on site	Performance
_gat	Google	.irisconnect.com, .podio.com	1 minute	Tracking user behaviour on site	Performance
_gid	Google	.irisconnect.com, .podio.com	1 day	Tracking user behaviour on site	Performance
Channel ID	Google	.google-analytics.com	no data	Tracking user behaviour on site	Performance
Channel ID	Google	.doubleclick.net	no data	Tracking user behaviour on site	Performance
muxData	Wistia	.fast.wistia.com	20 years	Tracking user behaviour in videos	Performance
__distillery	Wistia	.fast.wistia.net	1 year	Tracking user behaviour in videos	Performance

Further details:

This website uses tracking software to monitor its visitors to better understand how they use it.

Google Analytics

Google Analytics uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website.

You can read Google's privacy policy [here](#) for further information. To opt out of being tracked by Google Analytics across all websites [click here](#).

Zopim (Live Chat)

Zopim uses cookies so that you are able to continue a chat with us when you navigate to different pages of our website, or if you come back to the site later on.

Other Cookies

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

Other cookies may be stored on your computers hard drive by external vendors when this externally hosted content (e.g. videos, input forms) are embedded on the platform.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. These include Podio, Wistia, Vimeo, YouTube.

Cookies subject to change

The cookies on the website are subject to change without notice. You acknowledge that this information may contain inaccuracies or errors and is subject to change and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Policy updates

We may occasionally update this Policy. You're encouraged to occasionally check back to see how we're protecting your information.