



ONLINE SERVICE – OUR COOKIE POLICY

WHAT ARE COOKIES?

Cookies are small files that are placed on your computer when you visit a website. They can be used by the site to identify you whenever you visit it.

HOW DO WE USE COOKIES?

We use a number of cookies to perform three main functions. These are:

- Help us to identify which content is the most popular and how people use our site.
- Track visits from people who've clicked on our adverts on other sites or in our corporate emails.
- For users of our online services we use cookies to keep you logged in and safely identify who you are.

YOUR PRIVACY IS VERY IMPORTANT TO US

We do not store any personal information in the cookies we use to understand the content being viewed and tracking visits. All the information we collect is anonymous and is used to improve the content and user experience of our website.

WHAT COOKIES DO WE SET?

We use three different types of cookies to help us manage our website. These are:

- Strictly necessary cookies – these are deleted at the end of each visit to our website.
- Performance cookies – these are used by use to measure the effectiveness of our website.
- Third party cookies - these are used by our technology partners to support their tools and systems.

SESSION COOKIES

Name	Purpose	More information
Main website BC_BANDWIDTH ASPSESSIONIDQQTQRRQS Pantheon01User	We use session cookies to enable you to carry out some essential support functions. These include keeping you logged in when using our online services and directing you to the correct page when you log out. They are not stored as they expire when you leave our website.	Royal London's legal disclaimer
Online service CookieInfo SSOCookie SnitzOOUser ASPSession		

PERFORMANCE COOKIES

[Google analytics](#)

Name	Purpose	More information
_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our 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 visit.	Google's privacy policy

THIRD PARTY COOKIES

[BrightCove](#)

Name	Purpose	More information
__utma __utmz roia_c _tmid _tmpi	BrightCove is the platform we use for hosting our online videos. It uses anonymous cookies to track how people watch videos on our site; including how much of each video is watched and how many videos each visitor views.	BrightCove's privacy policy

[DoubleClick](#)

Name	Purpose	More information
_utma _utmb _utmc _utmz	The cookies set by DoubleClick are used by our online advertising partner to report on the response to our advertising campaigns on other websites. They help us track the effectiveness of our advertising. Any data passed to DoubleClick is anonymous.	DoubleClick is a Google subsidiary – read about their advertising privacy policy .

SURVEY CONTROL COOKIES

Occasionally we run online surveys to find out what our customers think of Royal London and our website. The companies we use to do this are Survey Monkey and Fluid Surveys. Accepting these cookies means that you won't be asked to complete the survey if you've already done so or declined to take it previously.

There are currently none on our website.

TWITTER AND LINKEDIN COOKIES

Name	Purpose	More information
guest_id bcookie __qca _leo_profile _lipt auth_token_session secure_session twll pid k __utma __utmz __utmv X-LI-IDC visit leo_auth_token	We use buttons on some of our site content to make it easy to share it on social media sites. Cookies are set by Twitter and LinkedIn to support this service.	<ul style="list-style-type: none">• Twitter's privacy policy• LinkedIn's privacy policy

UNBIASED COOKIES

Our find an adviser feature is powered by unbiased.co.uk so it sets cookies from their server. The find an adviser feature sets the following third-party cookies:

Name	Purpose	More information
PHPSESSIONID	This cookie is required by the web server in order to serve the requested content.	Unbiased's privacy policy
_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use Unbiased's site. They use the information to help 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.	<ul style="list-style-type: none">• Unbiased's privacy policy• Google's privacy policy

HOW TO MANAGE COOKIES

There are a number of options available. You can set your browser either to reject all cookies, to only allow “trusted” sites to set them, or to accept only those cookies from those websites which you are currently on.

USEFUL RESOURCES

The following websites have lots of useful information on cookies including how to manage and delete them:

- AboutCookies.org
- All about cookies

Please note that we are not responsible for the content on external websites.



Royal London

1 Thistle Street, Edinburgh EH2 1DG

royallondon.com

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