

COOKIES POLICY

1. What are cookies?

The website of Caixabank, SA, <https://my.comunidadahora.com>, uses cookies and other files with a similar function (hereinafter, the “Cookies”).

Cookies are small data files sent to a user's computer, cell phone or other device when they access a website. They provide information about the user's browsing history or a code that allows to them to be unequivocally identified.

2. Cookie types and usage purposes

When browsing this website, session cookies and persistent cookies are employed that, in turn, may be own or third party cookies.

Session cookies are cookies designed to collect and store data while the user accesses a web page. They tend to be employed to store information that only needs to be kept to provide the service requested by the user a single time.

Persistent cookies are a type of cookie where the data continue to be stored on the terminal and they can be accessed and handled for a period defined by the cookie manager, which may range from a few minutes to several years.

OWN COOKIES: Those created or managed by the party in charge of the Caixabank, SA website. The website <https://my.comunidadahora.com> uses its own persistent cookies for these purposes:

- **Technique:** To register the number or ID of the last contact added.
- **Personalization:** To show the number of items per page.
- **Analysis:** These allow the user's behavior to be monitored and analyzed. The information collected is used to measure website activity and create user browsing profiles.

THIRD-PARTY COOKIES: Those managed by analysis and personalization service providers not part of Caixabank, S.A.

Google Analytics uses cookies to break down the different users and their browsing histories for statistical web analytics aims. Further information:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

Adobe Omniture uses cookies to distinguish different users when they are browsing for website statistical analysis purposes. Further information:

[http://microsite.omniture.com/t2/help/en_US/whitepapers/cookies/index.html#Analytics Cookies](http://microsite.omniture.com/t2/help/en_US/whitepapers/cookies/index.html#Analytics_Cookies)

YouTube uses technical cookies to control the communication of data and to store content for the diffusion of video or sound. Personalizing cookies allow the user to access the service with certain predefined general characteristics that depend on a series of criteria in the user's terminal, such as language, volume options, screen type, etc. Further information:

<http://www.google.es/intl/es/policies/technologies/types/>

3. Deactivating and deleting cookies

The majority of web browsers let users set their preferences on the use of cookies at any time. Users can configure their browsers to reject cookies or delete specific cookies, in accordance with their preferences.

To change settings for cookies, users can go to:

Google Chrome: Tools → Settings → Advanced options → Content settings → Cookies → Block site data and the third-party cookies

Mozilla Firefox: Tools → Options → Privacy → History → Use a personalized settings for history (deselect all boxes)

Internet Explorer: Tools → Internet options → Privacy → Internet settings (find Block all cookies on the toolbar)

Safari: Edit → Preferences → Privacy → Block cookies (select "always")

Opera 19: Menu → Settings → Privacy and security → Cookies (select Block third-party cookies and site data)

Users may revoke their consent for using cookies on their browser by following the instructions above.

Users must bear in mind that some features of the contents of the <https://my.comunidadahora.com> website are only available if they permit the installation of cookies on their browsers. If a user decides to not accept or block specific cookies (depending on their purpose), this may totally or partially affect the normal operation of the website or prevent access to some of its services.

4. Updates and changes to the Cookies Policy

Caixabank, SA may modify this Cookies Policy depending on new legislative or regulatory requirements, or with the aim of adapting this policy to the instructions decreed by the Spanish Data Protection Agency.

When there are significant changes to this Cookies Policy, users will be notified via an information message on the website.