Cookie Policy

Securitas Intelligent Services AB, Reg. No. 556655-4670 ("Securitas", "we" or "us") uses cookies within the Securitas Digital Services ("MySecuritas") in order to enhance your experience. However not all cookies, or similar technologies, are necessary for MySecuritas to function. You accept the usage of some or all categories of cookies on our app or websites by selecting the "Accept" button, or by adjusting the settings.

What are cookies?

A cookie is a small text file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser, and stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies are used to enable web pages to function more efficiently as well as providing information to the web page owner. Cookies also make it possible to distinguish users from each other, which can give the user a more positive experience of the website.

The term cookie is the most used term but "cookies" actually describe a range of technologies, such as;

- Pixel tags,
- Mobile device identifiers, and
- Web storage used in desktop software or mobile devices.

When we refer to "cookies" in this policy we mean all such technologies.

There are a few different categories of cookies, including:

Session and persistent cookies

- **Session cookies** – these are cookies which expire once you close your web browser, and
- **Persistent cookies** – these are cookies which stay on your device for a set period of time or until you delete them.

First and third party cookies

- **First-party cookies** – these are cookies set by the website that you are visiting at the time, either by us, or by a third party at our request,
- **Third-party cookies** – these are cookies that are set by a party other than that of the website you are visiting. If you visit Securitas website or use Securitas services and another party sets a cookie through that website this would be a third-party cookie.

Cookies used within this service

In the list here below we describe the cookies used, as well as the purpose and storage period of each cookie:

Cookie category	Description of category
Strictly necessary cookies	These cookies are essential in order to enable you to use the features of our services, as keep the login for the user during sessions. Without these cookies, services you have requested or wish to use e.g. guard reports could not be provided.
Performance cookies	These cookies collect information about how visitors use our services, for instance which pages or parts of an app visitors go to most often, including if they get error messages. These cookies collect anonymous information on the pages or parts of service visited. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how our service perform. Analytics cookies that gather data to enhance the performance of a website or app belongs to this category. The cookies may be used for testing designs and ensuring a consistent look and feel for the user.
Targeting or advertising cookies	These cookies are used to deliver advertisements more relevant to you and your interests as well as measure the effectiveness of the advertised campaigns. We do not share marketing information with third parties.

Cookies used in the MySecuritas-app

Performance Cookies

Name: Analytics

Description: User can accept or decline Securitas to track anonymized behavior.

Purpose: To improve the service for the end user by providing anonymized information on how the app is used thereby for example letting Securitas design a more user friendly app and focus on the areas of the app that the users uses the most.

Storage period: 365 days

Information to/from third party: Yes for providing the service, the provider does not have access to the data.

Cookies used on the MySecuritas-websites

Performance Cookies

Name: mp_{guid}_mixpanel

Domain: .mysecuritas.com

Description: User can accept or decline Securitas to track anonymized behavior.

Purpose: To improve the service for the end user by providing anonymized information on how the website is used thereby for example letting Securitas design a more user friendly website and focus on the areas of the website that the users uses the most.

Storage period: 365 days

Information to/from third party: Yes for providing the service, the provider does not have access to the data.

Strictly necessary cookies

Name: next-i18next

Domain: facilities.mysecuritas.com

Description: Website cookie settings

Purpose: Used to keep track of language used for displaying site content.

Storage period: 365 days

Information to/from third party: No

Name: auth0.is.authenticated

Domain: web.mysecuritas.com

Description: Indicates user session validity

Purpose: It's in sync with Auth0 token that we use to authenticate our users and has the same expiration date as the token. It indicates to the Auth0 library whether user session has run out and whether it should present a login screen to the user.

Storage period: 2 hours

Information to/from third party: No

Name: ARRAffinity

Domain: .web.mysecuritas.com

Description: Application Request Routing IIS Extension

Purpose: Azure app service allows to auto scale web apps by dynamically adding web server instances to handle the traffic. Cookie is set when client establishes a session with an instance, and it will keep talking to the same instance until user's session has expired.

Storage period: Session

Information to/from third party: No

Name: ARRAffinitySameSite

Domain: .web.mysecuritas.com

Description: Application Request Routing IIS Extension

Purpose: Azure app service allows to auto scale web apps by dynamically adding web server instances to handle the traffic. The SameSite attribute tells browsers when and how to fire cookies in first- or third-party situations.

Storage period: Session

Information to/from third party: No

Name: i18nextLng

Domain: web.mysecuritas.com

Description: Language preference

Purpose: When user sets his language preference, his choice is saved both locally and remotely.

Storage period: 365

Information to/from third party: No

Managing your cookies

Withdrawing your consent

You can withdraw your consent for us to use cookies whenever you want by deleting the cookies from your browser and reloading the website. For the app you can turn on/off analytics in the settings screen.

Mobile identifiers

On your mobile device, your operating system may provide you with additional options to opt out of tracking or to otherwise reset your mobile identifiers. For example, you may use the "Limit Ad Tracking" setting (on iOS devices) or a setting to "Opt out of Internet-Based Ads" (on Android). You can also use the settings in the privacy dashboard to adjust the cookies used.

How we use cookies

Securitas will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by Securitas, or indeed any other website, you can do this through your browser settings on your computer or by not accepting cookies on the website. Each browser or mobile app is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

Alternatively, you may wish to visit https://www.aboutcookies.org/ which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual.

Contact information

If you have any queries or concerns about the policies set out above, please do not hesitate to contact Securitas via the contact details below:

Contact our privacy team on

Securitas Intelligent Services AB
Att: Data Privacy
P.O. Box 12307
102 28 Stockholm
Sweden

E-mail: privacy@securitas.com

Contact our Data Protection Officer on

Securitas Intelligent Services AB
Att: Data Protection Officer
P.O. Box 12307
102 28 Stockholm
Sweden

E-mail: dpo@securitas.com