

# Cookie Policy

This LMS may use cookies.

Cookies are text strings created by a web server and stored on the hard disk of your computer or any other device used by the user to have access to the Internet (smartphone, tablet) before being retransmitted to subsequent access of the user to the Internet.

Cookies allow to collect information about user navigation on a website, for example to remind language preferences or the currency used for a purchase, and propose them to the next visit to facilitate the use of the website.

## Cookie Duration

**Session cookies:** These cookies are temporary and expire once you close your browser (or once your session ends).

**Persistent cookies:** This category encompasses all cookies that remain on your hard drive until you erase them or your browser does, depending on the cookie's expiration date. All persistent cookies have an expiration date written into their code, but their duration can vary.

## Cookie Provenance

**First-party cookies:** These cookies are put on your device directly by the LMS.

**Third-party cookies:** These cookies are placed on your device, not by the LMS, but by a third party.

## Purpose of Cookies

The cookies that may be used by the LMS are categorized as follows on the basis of their purposes:

**Technical cookies:** are those used for the sole purpose of carrying out the transmission of certain information or that are essential for you to browse the website and use its features, such as accessing secure areas of the website. The LMS may use the following types of technical cookies:

- **Session Cookies:** contains information that is stored in a temporary memory location and then subsequently deleted after the session is completed or the web browser is closed
- **Security Cookies:** used to authenticate users and prevent security risks.
- **Preferences cookies:** Also known as "functionality cookies," these are used to remember choices you have made in the past, like what language you prefer, what region you would like weather reports for, or what your user name and password are so you can automatically log in. None of this information can be used to identify you.

**Statistics cookies:** Also known as "performance cookies," these cookies collect information about how you use the LMS, like which pages you visited and which links you clicked on. None of this information can be used to identify you. It is all aggregated and anonymized. The sole purpose of these cookies is to improve the LMS functions and user experience. This may include cookies from third-party.

## Your Rights to Object and Refuse Cookies

When accessing the LMS, a banner that contains basic info about the user of cookies on the LMS is shown to you. If you close the banner or you continue browsing the LMS by accessing another section of the LMS, you consent to the use of cookies. A *technical cookie* is used to remember your consent to the cookies.

You may object to cookies being recorded on your hard disk by setting your browser to disable cookies. However, please note that after doing so, certain web pages may not perform as expected. Use the links below for more information on this process for each of the LMS's supported browsers:

Apple Safari:	<a href="https://support.apple.com/kb/ph19214?locale=en_US">https://support.apple.com/kb/ph19214?locale=en_US</a>
Google Chrome:	<a href="https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&amp;hl=en">https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&amp;hl=en</a>
Microsoft Edge	<a href="https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy">https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy</a>
Microsoft Internet Explorer	<a href="https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies">https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies</a>
Mozilla Firefox	<a href="https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences">https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences</a>

Opera	<a href="http://www.opera.com/help/tutorials/security/cookies/">http://www.opera.com/help/tutorials/security/cookies/</a>
Android (Chrome)	<a href="https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&amp;hl=en&amp;oco=1">https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&amp;hl=en&amp;oco=1</a>
Iphone or Ipad (Chrome)	<a href="https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DiOS&amp;hl=en&amp;oco=1">https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DiOS&amp;hl=en&amp;oco=1</a>
Iphone or Ipad (Safari)	<a href="https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&amp;hl=en&amp;oco=1">https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&amp;hl=en&amp;oco=1</a>

## Your Rights as data subject

At any time, you may submit a request for access (i.e. request information on personal data collected, used, disclosed or processed by the LMS), as well as a request for integration, rectification, or erasure, or object to LMS's processing of your personal data. Furthermore, you may also be able to exercise the following rights to restrict processing, data portability, and lodge a complaint with a data protection authority.

In order to exercise your rights, you may contact your LMS administrator.

The features of the cookies used on this LMS are described in the following tables:

LMS platform may provide the following cookies - Last updated July 2020				
Cookie name	Type	First party/Third Party	Duration 1 = Persistent 2 = Session	More information
<b>YII_CSRF_TOKEN</b>	Security	First party	2	Used to prevent cross site request forgery exploits.
<b>backend_*_*_*_saas</b>	Session	First party	2	Used to identify AWS region
<b>docebo_session</b>	Session	First party	2	Used to track session related information
<b>hydra_access_token</b>	Session	First party	2	Used to get access to Hydra's API services
<b>remember_me</b>	Session	First party	2	Use to implement the "Remember me" functionality
<b>id_transaction</b>	Session	First party	2	Use to maintain ecommerce transaction ID for payment gateways integrations(e.g. Zuora)
<b>SimpleSAMLAuthToken</b>	Session	First party	2	Used to handle SSO with SAML Identity Providers
<b>mprtcid_*</b>	Session	First party	2	Used to save course rating attempts by users
<b>max_login_attempts_reached_expire_time</b>	Session	First party	2	Used to track failed login attempts
<b>failed_login_attempts</b>	Session	First party	2	Used to track failed login attempts
<b>reseller_cookie</b>	Session	First party	2	Used to track login by resellers
<b>dashlet_display_style_*</b>	Session	First party	2	Used to save

				preferences for legacy (6.9) dashboard widgets
<b>dashlet_display_style*_public</b>	Session	First party	2	Used to save preferences for the dashboard widgets of theme 6.9 (Public Catalog)
<b>userManagerSelectedColumns</b>	Session	First party	2	Used to save column selection preferences in legacy (6.9) user management
<b>userman_selected_grid_columns</b>	Session	First Party	2	Used to store a custom selection of the selected columns
<b>userman-fancytree-active</b>	Session	First party	2	Used to save orgchart node preferences
<b>userman-fancytree-expanded</b>	Session	First party	2	Used to save the organization chart node preferences
<b>userman-fancytree-focus</b>	Session	First party	2	Used to save the organization chart node preferences
<b>userman-tree-collapse</b>	Session	First party	2	Used to save the organization chart node preferences
<b>lorepocat-fancytree-active</b>	Session	First party	2	Used to save the organization chart node preferences
<b>lorepocat-fancytree-expanded</b>	Session	First party	2	Used to save the organization chart node preferences
<b>lorepocat-fancytree-focus</b>	Session	First party	2	Used to save the organization chart node preferences
<b>grid-filter-waiting-users-course-*</b>	Session	First party	2	Used to store a custom selection of the selected columns
<b>hash_route</b>	Session	First party	2	Used to encode URLs for redirects handling
<b>AWSALB</b>	Session	Third Party	2	Generated by AWS to handle loading balancing
<b>AWSALBCORS</b>	Session	Third Party	2	Generated by AWS to handle loading balancing. It has an explicit SameSite attribute set because of changes made from Chrome 80 and upwards

<b>d-eu-c-ecs</b>	Session	First party	2	Tracks the AWS region and is used internally by Devops Team for diagnostics
<b>cookie_privacy_policy</b>	Session	First party	2	Used to hide the Privacy Policy banner when the user has accepted it
<b>improvement_areas_profiling_reminder</b>	Preferences	First Party	2	Used to toggle the dialog box about the My Areas of Interest channel activation
<b>can-open-improvements-area-dialogs</b>	Preferences	First Party	2	Used to toggle the skill profiling dialog box of Docebo Discover
<b>e-signature-configuration-prompt</b>	Preferences	First Party	1	Used to toggle dialog box of E-Signature OTP activation
<b>SAML_login_counter</b>	Session	First Party	2	Used to count SAML Login. Used to count the failed login attempts from the same browser in the last 10 seconds. If the counter reaches 5 then the cookie "SAML_login_disabled" is created to block the redirects to IdP.
<b>SAML_login_disabled</b>	Session	First Party	2	Used to break loops when there is a wrong configuration of SAML in place. The system, at 5 failed logins within 10 seconds, no longer tries to redirect. The cookie is set when the "SAML_login_counter" reaches 5, disabling the redirects to IdP.
<b>SimpleSAMLSessionID</b>	Session	First Party	2	Stores SAMLSessionId
<b>{appname}.Language</b>	Session	First Party	2	Used by theme 6.9 to set and restore the platform language
<b>blocksPosition</b>	Session	First Party	2	Used by theme 6.9 to store the items' order when manually repositioning dashboard list items

<b>_pendo_accountId.*</b>	Statistical	Third party	1	Unique platform account identifier used by Pendo to provide statistical data aggregation for the purpose of analyzing the platform usage and improving its design
<b>_pendo_meta.*</b>	Statistical	Third party	1	Anonymized statistical cookie used by Pendo to provide statistical data aggregation for the purpose of analyzing platform usage and improving its design
<b>_pendo_visitorId.*</b>	Statistical	Third party	1	Anonymized statistical cookie used by Pendo to provide statistical data aggregation for the purpose of analyzing platform usage and improving its design
<b>intercom-session-jeyceg12</b>	Session	Third party	2	Use to implement the real time chat functionality for contacting the support/sales team.