



COOKIE POLICY ADVICE

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1 Issue

Royal Jordanian must have a cookie policy and make it available to website users.

2 What are cookies?

A cookie is an element of data that a website can send to a browser which may then store the cookie on the hard drive, either temporarily or long term. This means that, when users visit this website in future, RJ can tailor information to suit individual preferences. The idea is this saves time and provides users with a more personalised visit. (For example, by remembering the preferred language or country of departure information). Cookies in themselves do not identify the individual user, just the computer or mobile device being used. This is done via a randomly generated identifying tag.

3 Why does Royal Jordanian need a Cookie Policy?

The data in cookies can contain personal information, such as a name, an email address, a postal address etc., therefore the use of cookies is subject to data privacy legislation, such as the General Data Protection Regulation 2018 and the proposed E-Privacy Regulations 2018. A Cookie Policy lets Royal Jordanian demonstrate that its practices are compliant with current legislation. It also lets Royal Jordanian explain to the website user what a cookie is, how and why they are being used, and how the user can prevent cookies accessing their device (laptop, tablet, phone) if they so wish.

Each of these points is covered in the Cookie Policy in Appendix 1.

4 How does Royal Jordanian ensure they comply with the Regulations?

The General Data Protection Regulation (GDPR) is very clear that an individual must consent to their data being used. This means the user must consent for cookies to be used, and that consent must be unambiguous.

We advise Royal Jordanian to encode a pop-up message into its website, which includes a very short summary of the Cookie Policy, and which prevents the user from continuing to browse unless they click the 'I accept' (or alternatively 'I refuse') button. This pop-up message should also include a link to the full Cookie Policy, so that users may check that they are happy with the conditions. This ensures that any user of the Royal Jordanian website has unambiguously given consent to cookies being used.

Updated wording for a cookie pop-up is provided in Appendix 2.

Appendix 1

Cookie Policy



الملكية الأردنية
ROYAL JORDANIAN

www.rj.com

COOKIE POLICY

Our website uses cookies to help us to provide you with an efficient service when you browse our website.

1. Consent to receive cookies

This website makes use of cookies to measure site activity and to customise information to your personal tastes. A cookie is an element of data that a website can send to your browser which may then store the cookie on your hard drive, either temporarily or long term. This means that, when you visit this website in future, we can tailor information to suit your individual preferences which can save you time and provide you with a more personalised visit. For example:

- Our cookies will remember your chosen language and country so that when you go to the website the pages are in that language and the departure airports are in that country.
- If you are halfway through a booking, our cookies will allow you to browse other areas of the website and then return back to your booking.

We use the following cookies:

- **Essential** cookies. These are cookies that are required for our website to operate. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance** cookies. These allow us to recognise and count the number of visitors and to see how visitors use our website when they are visiting it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality** cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your country of residence, your language, the last trip you booked or the reservations associated with your Royal Plus account). Disabling these cookies will prevent certain pages of the rj.com website from displaying correctly (for example, your Royal Plus account), limit the level of online help Royal Jordanian can offer and block us from storing preferences needed to display or disable certain features.
- **Marketing** cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

2. Third-party 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, which we do not manage or maintain. These cookies are likely to be analytical/performance cookies or targeting cookies.

3. How to opt out

You can block or change cookies by changing the settings on your browser. 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.

Below is a list of links to the 'Help' section of some popular web browsers with explanations on how to change or block cookies:

- Internet Explorer™ : <http://windows.microsoft.com/fr-FR/windows-vista/Block-or-allow-cookies>,
- Safari™ : <http://support.apple.com/kb/PH5042>,
- Chrome™: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
- Firefox™: <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

For further information about cookies and targeted marketing, you can view the following websites: www.allaboutcookies.org and www.youronlinechoices.eu.

Appendix 2

Pop-Up Wording

This website makes use of cookies to measure site activity and to customise information to your personal tastes. A cookie is an element of data that a website can send to your browser which may then store the cookie on your hard drive, either temporarily or long term. This means that, when you visit this website in future, we can tailor information to suit your individual preferences which can save you time and provide you with a more personalised visit. You can read more about how we use cookies here: [\[INSERT LINK TO COOKIE POLICY\]](#).