

# Cookie Policy

This page explains what cookies and other similar technologies Rosa uses to improve your online experience and to help us to monitor and improve our websites, applications and services for future visitors.

“Rosa” is Rosa ASBL, a non-profit organization established at Cantersteen 10, 1000 Brussels, with enterprise number 0745.832.604.

This document is part of the [privacy policy of Rosa](#).

To communicate with Rosa about cookies and other similar technologies used on Rosa’s websites, please send an email to [gdpr@rosa.be](mailto:gdpr@rosa.be).

## What is a Cookie?

A cookie is a small text file that is placed on your device when you visit a website or use a (mobile) application. Cookies and similar technologies can collect personal data about you and your browsing habits, such as your IP address, the URLs of sites you have visited before or after accessing the website and how long you have spent on a particular page or website.

There are two main categories of cookies:

- 1) **Strictly necessary and functional (preferences) cookies** (e.g. authenticating the user or remembering the user’s language preference). These cookies may be placed without the user’s consent as they enable a service or functionality expressly requested by the user to be provided. We also recommend that you do not disable these cookies so as not to lose basic website functionality or access to certain parts of the website or application.
- 2) **All other cookies such as analytics cookies** (e.g. how many visitors have been on a website) and **marketing cookies** (e.g. to show relevant advertisements to users). Rosa asks for the user’s consent before using such cookies.

Which Cookies do we use, why, is the data collected passed onto third parties and how long is the data collected kept for?

Name	Domain	Category	Purpose	Retention
_gcl_au	.rosa.be	Marketing	Provided by Google Tag Manager to experiment advertisement efficiency of websites using their services.	3 months
vuid	.vimeo.com	Analytics	Vimeo installs this cookie to collect tracking information by setting a unique ID to embed videos to the website.	2 years
_ga	.rosa.be	Analytics	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	2 years
_gid	.rosa.be	Analytics	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	1 day
_gat_UA-18569977-1-1	.rosa.be	Analytics	A variation of the _gat cookie set by Google Analytics and Google Tag Manager to allow website owners to track visitor behaviour and measure site performance. The pattern element in the name contains the unique identity number of the account or website it relates to.	1 minute
_ga_651JKZVX2Q	.rosa.be	Analytics	This cookie is installed by Google Analytics. It is used to persist session state.	2 years

_ga_Z8H5B6JCE9	.rosa.be	Analytics	This cookie is installed by Google Analytics. It is used to persist session state.	2 years
auth0.*	hp-calendar.rosa.be	Essential	This cookie is installed by Auth0. It is used for user authentication.	Session duration, max 7 days
_legacy_auth0.*	hp-calendar.rosa.be	Essential	This cookie is installed by Auth0. It is used for user authentication.	Session duration, max 7 days
rosa_language	rosa.be	Preferences	This cookie is installed by Rosa. It is used to store user preferences for language.	1 year
rosa-cookie-policy-agreed	.rosa.be	Preferences	This cookie is installed by Rosa and is used to store that the user has agreed to non-essential cookies being installed on their device.	1 year
rosa-cookie-policy-completed	.rosa.be	Preferences	This cookie is installed by Rosa and is used to store whether the user has consented to non-essential cookies being installed on their device or not.	1 year
_hjSessionUser_2685328	.rosa.be	Analytics	This cookie is installed by Hotjar which: <ul style="list-style-type: none"> <li>• Is set when a user first lands on a page.</li> <li>• Persists the Hotjar User ID which is unique to that site.</li> <li>• Ensures data from subsequent visits to the same site are attributed to the same user ID.</li> </ul>	365 days duration.
_hjid	.rosa.be	Analytics	Hotjar cookie related to the user: <ul style="list-style-type: none"> <li>• Set when a user first lands on a page.</li> <li>• Persists the Hotjar User ID which is unique to that site.</li> <li>• Ensures data from subsequent visits to the same site are attributed to the same user ID.</li> </ul>	365 days
_hjFirstSeen	.rosa.be	Analytics	Hotjar cookie related to the user: <ul style="list-style-type: none"> <li>• Identifies a new user's first session.</li> </ul>	Session duration.

			<ul style="list-style-type: none"> <li>Used by Recording filters to identify new user sessions.</li> </ul>	
_hjUserAttributesHash	.rosa.be	Analytics	<p>Hotjar cookie related to the user:</p> <ul style="list-style-type: none"> <li>User Attributes sent through the Hotjar Identify API are cached for the duration of the session.</li> <li>Enables us to know when an attribute has changed and needs to be updated.</li> </ul>	Session duration.
_hjCachedUserAttributes	.rosa.be	Analytics	<p>Hotjar cookie related to the user:</p> <ul style="list-style-type: none"> <li>Stores User Attributes sent through the Hotjar Identify API, whenever the user is not in the sample.</li> <li>Collected attributes will only be saved to Hotjar servers if the user interacts with a Hotjar Feedback tool.</li> <li>Cookie used regardless of whether a Feedback tool is present.</li> </ul>	Session duration.
_hjViewportId	.rosa.be	Analytics	<p>Hotjar cookie related to the user:</p> <ul style="list-style-type: none"> <li>Stores user viewport details such as size and dimensions.</li> <li>Collects UUID data type.</li> </ul>	Session duration.
_hjSession_2685328	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>Holds current session data.</li> <li>Ensures subsequent requests in the session window are attributed to the same session.</li> </ul>	30 minutes duration.
_hjSessionTooLarge	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>Causes Hotjar to stop collecting data if a session becomes too large.</li> </ul>	Session duration.

			<ul style="list-style-type: none"> <li>Determined automatically by a signal from the WebSocket server if the session size exceeds the limit.</li> </ul>	
_hjSessionRejected	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>If present, set to '1' for the duration of a user's session, when Hotjar has rejected the session from connecting to our WebSocket due to server overload.</li> <li>Applied in extremely rare situations to prevent severe performance issues.</li> </ul>	Session duration.
_hjSessionResumed	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>Set when a session/recording is reconnected to Hotjar servers after a break in connection.</li> </ul>	Session duration.
_hjLocalStorageTest	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>Checks if the Hotjar Tracking Code can use local storage. If it can, a value of 1 is set.</li> <li>Data stored in _hjLocalStorageTest has no expiration time, but it is deleted almost immediately after it is created.</li> </ul>	Under 100ms duration.
_hjIncludedInPageviewSample	.rosa.be	Analytics	<p>Hotjar cookie related to the session:</p> <ul style="list-style-type: none"> <li>Set to determine if a user is included in the data sampling defined by your site's pageview limit.</li> </ul>	30 minutes duration.

_hjIncludeInSessionSample	.rosa.be	Analytics	Hotjar cookie related to the session: <ul style="list-style-type: none"> <li>Set to determine if a user is included in the data sampling defined by your site's daily session limit.</li> </ul>	30 minutes duration.
_hjAbsoluteSessionInProgress	.rosa.be	Analytics	Hotjar cookie related to the session: <ul style="list-style-type: none"> <li>Used to detect the first pageview session of a user.</li> </ul>	30 minutes duration.
_hjTLDTTest	.rosa.be	Analytics	Hotjar cookie related to the session: <ul style="list-style-type: none"> <li>We try to store the _hjTLDTTest cookie for different URL substring alternatives until it fails.</li> <li>Enables us to try to determine the most generic cookie path to use, instead of page hostname.</li> <li>It means that cookies can be shared across subdomains (where applicable).</li> <li>After this check, the cookie is removed.</li> </ul>	Session duration.
_hjRecordingEnabled	.rosa.be	Analytics	Hotjar cookie related to a recording: <ul style="list-style-type: none"> <li>Set when a Recording starts.</li> <li>Read when the Recording module is initialized to see if the user is already in a recording in a particular session.</li> </ul>	Session duration.
_hjRecordingLastActivity	.rosa.be	Analytics	Hotjar cookie related to a recording: <ul style="list-style-type: none"> <li>Set in Session storage as opposed to cookies.</li> <li>Updated when a user recording starts and when data is sent through the WebSocket (the user</li> </ul>	Session duration.

			performs an action that Hotjar records).	
_hjClosedSurveyInvites	.rosa.be	Analytics	Hotjar cookie related to feedback tools: <ul style="list-style-type: none"> <li>• Set when a user interacts with an external link Survey invitation modal.</li> <li>• Ensures the same invite does not reappear if it has already been shown.</li> </ul>	365 days duration.
_hjDonePolls	.rosa.be	Analytics	Hotjar cookie related to feedback tools: <ul style="list-style-type: none"> <li>• Set when a user completes an on-site Survey.</li> <li>• Ensures the same Survey does not reappear if it has already been filled in.</li> </ul>	365 days duration.
_hjMinimizedPolls	.rosa.be	Analytics	Hotjar cookie related to feedback tools: <ul style="list-style-type: none"> <li>• Set when a user minimizes an on-site Survey.</li> <li>• Ensures that the Survey stays minimized when the user navigates through your site.</li> </ul>	365 days duration.
_hjShownFeedbackMessage	.rosa.be	Analytics	Hotjar cookie related to feedback tools: <ul style="list-style-type: none"> <li>• Set when a user minimizes or completes Incoming Feedback.</li> <li>• Ensures the Incoming Feedback will load as minimized if the user navigates to another page where it is set to show.</li> </ul>	365 days duration.

_pendo_accountId.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	<p>Pendo Agent uses this cookie to identify and record the visitor's Account ID that will be used in Pendo like Guide delivery and analytics.</p> <p>Note: Pendo cookies are only installed when:</p> <ol style="list-style-type: none"> <li>1. Browser doesn't support localStorage</li> <li>2. Browser's localStorage is over quota</li> </ol>	100 days
_pendo_visitorId.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	<p>Pendo agent uses this cookie to identify and record the visitor information so the information is used in Pendo analytics and Guide delivery.</p> <p>Note: Pendo cookies are only installed when:</p> <ol style="list-style-type: none"> <li>1. Browser doesn't support localStorage</li> <li>2. Browser's localStorage is over quota</li> </ol>	100 days
log-enabled	hp-calendar.rosa.be	Onboarding & analytics	Pendo agent uses this cookie to record additional details for troubleshooting purposes.	Current session
_pendo_launcher-closed.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	Pendo agent uses this cookie to identify and record the visitor information. Then, the information is used in Pendo analytics and Guide delivery.	10 days

_pendo_meta.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	Written and read in Pendo agent. This cookie stores a hash of the current metadata so that Pendo can see when it's changed and update it.	100 days
_pendo_lastStepAdvanced.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	Written and read in Pendo agent. This cookie, along with "latestDismissedAutoAt" and "finalDismissedAutoAt," are short-term cookies (~10 seconds) that keep guides from showing again after they've been dismissed.	10 seconds
_pendo_lastDismissedAutoAt.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	Written and read in Pendo agent. This cookie, along with "lastStepAdvanced" and "finalDismissedAutoAt," are short-term cookies (~10 seconds) that keep guides from showing again after they've been dismissed.	10 seconds
_pendo_finalDismissedAutoAt.25eab851-5a94-4489-64d9-b53752669b7e	hp-calendar.rosa.be	Onboarding & analytics	Written and read in Pendo agent. This cookie, along with "lastStepAdvanced" and "latestDismissedAutoAt," are short-term cookies (~10 seconds) that keep guides from showing again after they've been dismissed.	10 seconds

active-con texts	hp-calendar.ros a.be	Onboarding & analytics	Read and written in Pendo agent based on what is and isn't logged to the console.	100 days
mp_rosa- patient	.rosa.be	Analytics	Mixpanel uses this cookie to identify the (returning) visitors and understand how they interact with our application and website.	365 days

## How can you manage or turn off cookies?

If you would like to limit the use of cookies, you can do so by changing your internet browsing settings before you start browsing the internet. You can also delete cookies once you have finished visiting a website.

## Modification of the cookie policy

This is version 1.5 of our Cookie Policy and it is current as of 20 April 2023. We keep this cookie policy under regular review to ensure it is current and we may change this cookie policy over time to reflect the changes in our services and data processing activities. If we do so, we will post the updated cookie policy on this webpage. Please refer back to this cookie policy to review any amendments.