

VOLKSWAGEN FINANCIAL SERVICES

THE KEY TO MOBILITY

Cookie Policy

About Cookies

A cookie is a small file, typically of letters and numbers, downloaded on to a device (such as a PC) when the user accesses certain websites. They are widely used to make websites work, or run more efficiently, as well as provide information to the website owner.

Our Cookie policy

Please note that cookies can't harm your computer and the cookies we use do not hold any personally identifiable data, unless you provide your permission. Whilst some cookies are necessary, others allow us to enhance your experience, personalise content and advertisements (across your devices), and provide insights into how the site is being used.

We have relationships with carefully-selected and monitored suppliers who may also set cookies during your visit to provide additional products and services. If you'd like to opt out, please go to the [Network Advertising Initiative website](#) (please note that by clicking this link, a new window will open and Volkswagen Financial Services is not responsible for the content of external websites).

Cookie settings

For our sites to operate correctly, you need to have cookies enabled. If you decide not to enable cookies, you can still browse the site but many key features will not be available. Most web browsers have cookies enabled, but if you wish to turn them off please use your browsers Help function.

At any time you can change your web browser settings to reject or delete cookies that have already been saved on your computer. This can be done by using the 'Delete History' options found in the menu-bar within your web browser. However, this will prevent some parts of the website from working correctly on your computer.

For specific information about how cookies are handled on your own PC or Internet enabled device, or how you control the use of cookies, you will need to consult the user guides or instructions held within your PC device operating instructions. Alternatively, you can visit the user help instructions held within your specific Internet browser software itself.

Further Cookie Information

For more information you can visit www.allaboutcookies.org which fully details how they operate. This is a fully independent consumer help website.

List of Cookies

We use the following cookies:

- **Necessary:** These enable core functionality. Our website cannot function properly without these cookies, and they can only be disabled by changing your browser preferences (please note if disabled our website may not work or show correctly on your device).

VOLKSWAGEN FINANCIAL SERVICES IRELAND LTD
REGISTERED ADDRESS: BLOCK C, LIFFEY VALLEY
OFFICE CAMPUS, DUBLIN 22, IRELAND (D22 CF60)
PHONE: +353 (0) 1 293 3700
VAT NUMBER: 3473131LH
REGISTERED NUMBER: 602602
PRIVATE COMPANY LIMITED BY SHARES

COMPANY DIRECTORS:
MARTIN SCHUELER (GERMAN)
GUÉNAËL GEFFROY (FRENCH)

ACCOUNT: VOLKSWAGEN FINANCIAL
SERVICES IRELAND LTD
BANK ADDRESS: BANK OF IRELAND
2 COLLEGE GREEN, DUBLIN 2
BIC: BOFIE2D
IBAN: IE47 BOFI90001736329342

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- **Analytics:** These collect information that is used in aggregate form, they allow us to recognise and count the number of visitors and to see how visitors move around the site when they're using it. This helps us to improve the way our website works, for example by making sure users more easily find the information required and to enhance features. This site uses Google Analytics and Adobe reporting software. Google's own privacy policy can be found here: www.google.com/intl/en_uk/analytics/tos.html (see section 8 for policy related information). Adobe's privacy policy can be found here: <https://www.adobe.com/uk/privacy/cookies.html>.
- **Functionality:** These are used to recognise you when you return to our website. This enables us to personalise our content for you and remember your preferences.
- **Targeting 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.

Marketing and personalisation:

Third party vendors

We use third party cookies to serve you with advertisements that we believe are relevant to you and your interests. You may see these advertisements on our site and on other sites that you visit on any of your devices where you've accepted marketing cookies. Please note that if you disable these, you will still see adverts but they won't be specifically tailored to you and your interests.

The third-party vendors, including Google, LinkedIn and Twitter, whose services we use – will place cookies on web browsers in order to serve ads based on past visits to our website. This allows us to tailor our marketing messages and continue to market our services to those who have shown interest in our service. We are not collecting any identifiable information through the use of Google's or any other third party marketing service.

To opt out of third-party vendor's use of cookies you can visit The Network Advertising Initiative opt-out page: <http://optout.networkadvertising.org>.

Customer Engagement Platform

In addition to these third party vendors, we operate a Customer Engagement Platform ("CEP") which uses personal and/or cookie data for profiling purposes to help identify you, so that we can show you targeted and personalised marketing content, both on our website, applications, via email or SMS (where you have consented to marketing) and in other contexts, such as on other websites or through other marketing channels.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie name	Purpose	When are cookies set on visitor's device/PC?	Expiry time of cookie
VWFS_Cookielegislation	The cookie indicates when a site visitor ticks the `accept cookies` tick box.	At initial point of site visit	At point when web user leaves this website

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one<somerandomid>	The cookie allows VWFS to track customer website activity and to optimise the content seen by customers.	At initial point of site visit	At point when web user leaves this website / 2 years
_one_srv,somerandomid>	This 3rd party cookie is used to automatically transfer customer identity across VWFS's web domains. This provides a more seamless and consistent understanding and personalisation of the customers experience across VWG's different web domains.	At initial point of site visit	At point when web user leaves this website / 2 years
vwfs_cookie_notice	Used to determine if the user should have the cookie notice displayed.		1 year
_ga	Google Analytics cookie tracking. Used to collect aggregated information on site usage and help us improve our site.		2 years
visitor_id	Pardot visitor cookie used to store a unique numerical only visitor ID that allows tracking of visitor activity and interaction with marketing campaigns.		10 years
DoubleClick Google Intellidirect Sophus ADNXS Facebook Twitter Aggregate Knowledge	Sometimes we'll advertise on third-party websites. These cookies are used to help us see which advertisements you interact with. Each individual advertiser uses its own tracking cookies and the data taken is not confidential or interchangeable.		
cookie-policy	Remember visitor closed cookie policy banner. Is set when visitors closes banner.	1 Year	cookie-policy
cookie-tls	Remember visitor closed tls banner. Is set when visitors closes banner or tls warning is not necessary.	30 Days	cookie-tls
affiliatedata	Track EWBS and APID campaigns. Is set when visitor access website the first time via external campaign link with campaign ID parameter (AD banner, affiliate links, etc.)	30 Days	affiliatedata
traci_session	Campaign Tracking from Google, Volkswagen or other partners.	Session	traci_session

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traci_a	Campaign Tracking APID.	90 Days	traci_a
traci_p	Campaign Tracking VWFS	1 Year	traci_p
Adobe Tools Cookies These cookies are set by other Adobe Tools. They might change. Please review latest Adobe documentation for latest cookie information used by Adobe Tools.			
Cookie Name	Usage	Expires	Cookie Name
adobejs-optin	Adobe Optin Cookie Stores user optin cookie preferences	1 Year	adobejs-optin
s_ecid	Adobe Analytics Cookie Contains a copy of the Experience Cloud ID (ECID) or MID. The MID is stored in a key-value pair that follows this syntax, s_ecid=MCMID	2 Years	s_ecid
AMCV_###@AdobeOrg	Unique visitor IDs used by Experience Cloud Solutions.	2 Years	AMCV_###@AdobeOrg
s_cc	Adobe Analytics Cookie This cookie is set and read by the JavaScript code to determine if cookies are enabled (simply set to "True")	Session	s_cc
s_sq	Adobe Analytics Cookie This cookie is set and read by the JavaScript code when the ClickMap functionality and the Activity Map functionality are enabled; it contains information about the previous link that was clicked on by the user	Session	s_sq
s_vi	Adobe Analytics Cookie Unique visitor ID time/date stamp	2 Years	s_vi
s_fid	Adobe Analytics Cookie Fallback unique visitor ID time/date stamp	5 Years	s_fid
mbox	Adobe Target Cookie	2 weeks	mbox

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