Cookies policy

In accordance with Spanish legislation regulating the use of cookies in relation to the provision of electronic communication services, as set forth in Royal Decree-Law 13 dated March 30th, 2012, we hereby inform you about the cookies used on the website of TELEFONICA GLOBAL SOLUTIONS (hereinafter, the "Website") and why they are used. Likewise, TELEFONICA GLOBAL SOLUTIONS informs you that, by browsing the Website, you are giving your consent for them to be used.

1. What is a cookie and what is its function?

This website uses its own cookies and third party 'cookies' in order to offer a better service. Cookies are small data files that are sent and stored on the device from which our website is accessed (mobile phone, personal computer, tablet or connected TV) making it easier to use.

Cookies help us to improve the quality of our service by allowing us to compare, remember, control and understand how users navigate through the web, identifying what users find useful and what is not, thus improving the navigation process.

The cookies used by this website do not harm your computer. They are only useful to improve the services offered. Some of them are strictly necessary in order for the website to function properly (technical and personalisation cookies) and other cookies serve to improve performance and user experience (analysis, advertising and behavioural advertising cookies).

2. How to manage cookies in your browser

The user has the option to allow, block or remove installed 'cookies' on your computer by setting your browser options installed on your computer. When cookies are disabled, some available services may no longer be operational.

The process to disable cookies is different in each browser, but it can usually be carried out through the menu.

- Google Chrome (in the Tools Menu)
  Setting > Show Advanced Options> Privacy (Setting the Contents) > Cookies
  More information: https://support.google.com/chrome/answer/95647?hl=en

- Microsoft Internet Explorer (in the Tools Menu)
  Internet Options> Privacy> Advanced
  More Information: http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-9

- Firefox
  Options > Privacy > Cookies
  More Information: https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences

- Safari, iPad and iPhone
  Preferences > Privacy
  More information: http://www.apple.com/legal/privacy/en-ww/cookies/

- Opera
  Setting > Options > Advanced > Cookies
  More Information: http://help.opera.com/Windows/9.00/en/cookies.html

3. Types of cookies used

This website uses both session, temporary and permanent 'cookies'. Session cookies store data while the user accesses the web and expire when the browser is closed; while permanent cookies store data in the terminal to be accessed and used in more than one session. They usually expire after a period of time which can range from two months to two years.

Particularly, this website uses the following types of cookies:

3.1   Analytics cookies

The website uses Google Analytics, a web analytics service provided by Google, Inc., a Delaware company whose main office is at 1600 Amphitheatre Parkway, Mountain View (California), CA 94043, USA (" Google "). Google Analytics uses 'cookies, which are text files placed on your computer, to help the website analyse how users use the website. The information generated by the cookie about your use of the website (including your IP address), will be transmitted to and stored by Google on servers in the United States. Google will use this information in order to keep track of your use of the website, compiling reports on website activity and providing other services relating to website activity and Internet usage. Google may also transfer this information to third parties when required by law, or where such third parties process the information on behalf of Google. Google will not associate your IP address with any other data held by Google.

Cookie	Source	Purpose	Duration
_ga	.telefonica.com	analytics	2 years
_gat	.telefonica.com	analytics	10 minutes

3.2   Social Networking cookies

Web pages may integrate content modules on social networks in their platform. These modules store and may access cookies from the user terminal allowing the identification of its members while they are on the website.

Cookie	Source	Purpose	Duration
_twitter_sess	.twitter.com	Twitter widget	session
pid	.twitter.com	Twitter widget	18 months
guest_id	.twitter.com	Twitter widget	2 years

_ga	.twitter.com	Twitter widget	2 years
PREF	.youtube.com	Youtube video embed	2 years
YSC	.youtube.com	Youtube video embed	session
VISITOR_INFO1_LIVE	.youtube.com	Youtube video embed	8 months
GEUP	.youtube.com	Youtube video embed	2 years
ACTIVITY	.youtube.com	Youtube video embed	session
GMAIL_LOGIN	.google.com	Youtube video embed	session
GMAIL_RTT	.google.com	Youtube video embed	session
NID	.google.com	Youtube video embed	6 months

3.3 Session cookies

These cookies allow the user to identify and confirm the acceptance of the use of the cookies during the session.

Cookie	Source	Purpose	Duration
cookieOptIn	.telefonica.com	Cookie policy acceptance	maximum
ASP.NET_SessionId	.telefonica.com	Used to retrieve user specific information	session