



COOKIES POLICY

Arval UK Ltd Cookies Policy

Arval UK Ltd (Arval, we, us, our) uses cookies on our website to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. This cookie policy sets out how we use cookies. Arval UK Ltd is owned by BNP Paribas, to see the cookies policy for BNP Paribas please [click here](#).

What are Cookies?

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer (or other device such as mobile phone) if you agree. Cookies contain information that is transferred to your computer (or device's) hard drive. There are different types of cookies; we have explained below the types of cookies we use.

By accessing and using this website, you agree to our use of cookies. If you want to adjust or remove certain cookies, please see the information detailed below.

How Arval uses Cookies

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, such as to book your vehicle's service online.
- **Analytical/performance cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using 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 choice of language or region).



ARVAL
BNP PARIBAS GROUP

- 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 our marketing and advertising more relevant to your interests. We may also share this information with third parties for this purpose.

Third Party Cookies

The majority of the cookies that are placed on your computer from this website are generated by Arval. As explained above our website also uses third party cookies which are cookies placed on your computer originating from another website.

The information obtained from these cookies enables us to measure the effectiveness of our advertising and promotions on third party websites. Please note that these cookies do not collect any personally identifiable information.

Arval sometimes uses cookies in its email communications, to personalise the email, track whether the email has been opened or read, and whether the recipient has used any website links contained in the email communication. This allows us to monitor and improve our email communications and website.

Arval makes no representations or warranties connected with third party cookies.

Web Analytics

Arval uses Google Analytics, a web analytics tool which helps us understand how visitors engage with our website. This analytics tool uses its own cookies to track visitor interactions, such as what time the current visit occurred, whether the visitor has been to our site before, and what site referred the visitor to our web page. All information is collected anonymously and no personally identifiable information is captured. Arval aggregates this anonymous information to provide meaningful reports, such as which areas of the site are most popular. This analysis is utilised to improve our website and how visitors find it.

[Click here](#) for Google's Privacy Policy, including information on how to opt out from using these cookies.

Arval also uses Mediahawk analytics, a tool which helps us gauge the effectiveness of our website in terms of customer interaction. This tool uses its own cookies to track website navigation and subsequent visits. While capture of this information is done anonymously, Mediahawk will specifically present each visitor with a unique telephone number to call,



ARVAL
BNP PARIBAS GROUP

should they wish to contact Arval for further information. The Mediahawk cookie allows Arval to correlate the visitor's website visits with the telephone call, allowing us to identify website enhancements for the benefit of future visitors. In certain circumstances this may allow Arval to associate an individual to a specific website visit. These telephone calls are recorded for quality and training purposes, but irrespective will be deleted after 30 days.

Blocking Cookies

You may choose to restrict or block cookies from this website, or indeed any other website, by adjusting the privacy settings within your browser. The help section within your browser should provide you with comprehensive information on how to tailor these settings to your needs. Unless you have adjusted your browser setting so that it will refuse cookies, our website will issue cookies when you navigate to our site.

Please note if you alter these settings you may be unable to access certain parts of our website.

Deleting Cookies

You may also choose to delete the cookies already stored on your computer, but in doing so, this may momentarily impede the website's performance, or have a negative impact on any existing session you have with this website.

For comprehensive information, including how to restrict, block and delete cookies, please visit: <http://www.aboutcookies.org>