

ASDAN platform cookie policy

Welcome to ASDAN (“we”, “us”, “our”) cookie policy.

Our platform uses cookies to distinguish you from other users of our platform. This helps us to provide you with a good experience when you browse our platform and also allows us to improve our site.

If you have any questions about this policy, please contact our data privacy team as follows:

Email: info@asdan.org.uk

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer’s hard drive.

We use the following cookies:

- **Strictly necessary/essential cookies.** These are cookies that are required for the operation of our platform. They include, for example, cookies that enable you to log into secure areas of our platform, use a shopping cart or make use of e-billing services.
- **Analytical or performance cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around our platform when they are using it. This helps us to improve the way our platform 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 platform. 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).
- **Targeting cookies.** These cookies record your visit to our platform, the pages you have visited and the links you have followed. We will use this information to make our platform and the advertising displayed on it more relevant to your interests.

Cookie table

| Cookie title Cookie name | Purpose and whether the cookie is ‘strictly necessary’. | Duration |
|---------------------------------|--|----------|
| ApplicationGatewayAffinityCORS | This cookie is used by Microsoft Azure Application Gateway to maintain session affinity for cross-origin resource sharing (CORS) requests. It ensures that requests originating from different domains are routed to the same backend server, providing consistent session behaviour and reliable performance. Type: Necessary. | Session |

| | | |
|----------------------------|--|---------|
| ApplicationGatewayAffinity | <p>This cookie is set by Microsoft Azure Application Gateway. It ensures that a user's session is maintained with the same backend server during their visit, improving performance and reliability for web applications that require session persistence.</p> <p>Type: Necessary</p> | Session |
| ai_user | <p>Microsoft Azure sets this cookie as a unique user identifier cookie, enabling counting of the number of users accessing the application over time.</p> <p>Type: Advertisement</p> | 1 year |
| ai_session | <p>This is a unique anonymous session identifier cookie set by Microsoft Application Insights software to gather statistical usage and telemetry data for apps built on the Azure cloud platform.</p> <p>Type: Analytics</p> | 1 hour |
| AI_buffer | <p>This cookie is used by Microsoft Application Insights to temporarily store telemetry data (such as user interactions and performance metrics) before it is sent to the Application Insights service. It helps ensure that telemetry is not lost if the network connection is interrupted or delayed.</p> <p>Type: Analytics</p> | Session |
| AI_sentBuffer | <p>This cookie works alongside <code>AI_buffer</code> and keeps track of telemetry items that have already been sent to Application Insights. It helps prevent duplicate data from being transmitted and ensures more accurate performance and usage reporting.</p> <p>Type: Analytics</p> | Session |
| zalb_* | <p>Zoho sets this cookie for load balancing and session stickiness. It ensures that</p> | Session |

| | | |
|----------------------|---|---------|
| | <p>user requests are consistently directed to the same server during a session, helping maintain session integrity and improving platform performance.</p> <p>Type: Necessary</p> | |
| ZCAMPAIGN_CSRF_TOKEN | <p>Zoho Maillist Manage sets this cookie to distinguish humans from robots and to generate reliable usage reports for the platform.</p> <p>Type: Advertisement</p> | Session |
| zalb_* | <p>Zoho sets this cookie for load balancing and session stickiness. It ensures that user requests are consistently directed to the same server during a session, helping maintain session integrity and improving platform performance.</p> <p>Type: Necessary</p> | Session |
| zalb_* | <p>Zoho sets this cookie for load balancing and session stickiness. It ensures that user requests are consistently directed to the same server during a session, helping maintain session integrity and improving platform performance.</p> <p>Type: Necessary</p> | Session |
| JSESSIONID | <p>Used by the application server to identify a user's session on the platform. It enables the server to maintain a continuous session across multiple requests, ensuring that users remain logged in and that interactions are processed securely and consistently.</p> <p>Type: Necessary</p> | Session |

Consent and control

Before cookies are placed on your computer or device, you will be shown pop up requesting your consent to set those cookies. By giving your consent to the placing of cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of cookies unless those cookies are strictly necessary; however certain features of our platform may not function fully or as intended. You will be given the opportunity to allow and/or deny different categories of cookie that we use. You can return to your cookie preferences to review and/or change them at any time by adjusting your cookie settings.

In addition to the controls that we provide, you can choose to enable or disable cookies in your internet browser. Alternatively, most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.allaboutcookies.org, or use the "Help" function within your browser.

Changes to this cookie policy

We may alter this cookie policy at any time. Any such changes will become binding on you on your first use of our platform after the changes have been made. You are therefore advised to check this page from time to time.

In the event of any conflict between the current version of this cookie policy and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

Last updated: October 2025