Sungard Availability Services' website (this "Site") uses cookies to distinguish you from other users of our Site.

This helps us provide you with a good experience when you browse our Site and also allows us to improve our site. We keep track of domains for which people visit our Site and measure visitor activity on our Site; however, we keep the information anonymous. This Policy provides you with clear and comprehensive information about the cookies and similar technologies we use, and our purposes for using them.

Websites that are accessible from particular parts of the European Union are required to obtain consent to using or storing cookies (or using similar technologies) on your computers or mobile device. For further information about this policy, please contact infoavail@sungardas.com.

Definitions

Cookie a small file of letters and numbers that we store on your browser or the hard drive of your computer

Your Consent

By continuing to use our Site, you are agreeing to the placement of cookies on your computer by us and our third party service providers. Please read this Cookie Policy carefully for details about why we use cookies and the information they collect from and about you.

If you do not wish to accept cookies in connection with your use of this Site, you must stop using our Site, disable cookies via your browser settings (see below), or disable cookies individually (see Cookies List below). Please note that disabling cookies will affect the functionality of our Site, and may prevent you from being able to access certain features on our Site.

Can I withdraw my consent?

If you wish to withdraw your consent at any time, you will need to delete your cookies using your internet browser settings, and disable cookies. Please note that disabling cookies will affect the functionality of our Site, and may prevent you from being able to access certain features on our Site.

SUNGARD®
AVAILABILITY
SERVICES™

Information about Cookies

What is a cookie?

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

First and third-party cookies: whether a cookie is 'first' or 'third' party refers to the domain placing the cookie.
► *First-party cookies* are those set by a website that is being visited by the user at the time (e.g., cookies placed by our Site).
► *Third-party cookies* are cookies that are set by a domain other than that of the website being visited by the user. If a user visits a website and another entity sets a cookie through that website, this would be a third-party cookie.

Persistent cookies: these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies: these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

What cookies do we use and why?

We use cookies to collect information about visits to our Site to help us to provide you with a good experience when you browse our Site and allow us to improve our Site.

'Strictly Necessary' cookies let you move around the Site and use essential features like secure areas and shopping baskets. Without these cookies, we cannot provide the requested services.

We use these Strictly Necessary cookies to:

► Identify you as being logged in to our Site and to authenticate you
► Make sure you connect to the right service on our Site when we make any changes to the way the Site works
► To add purchases to your shopping cart and remembering the product you have added within a browsing session when you get the checkout page
► Identify that added items to the cart when you return to our Site
► For security purposes
► Make sure you connect to the right service on our Site when we make any changes to the way the Site works

Accepting these cookies is a condition of using the Site, so if you prevent these cookies we can't guarantee how Site or the security on our Site will perform during your visit.

'Performance' cookies collect information about how you use our Site e.g. which pages you visit, and if you experience any errors. These cookies do not collect any information that could identify you and are only used to help us improve how our Site works, understand what interests our users and measure the effectiveness of our advertising.

We use *performance cookies* to:
► Carry out web analytics: Provide statistics on how our Site is used
► Perform affiliate tracking: Provide feedback to affiliated entities that one of our visitors also visited their Site
► Obtain data on the number of users of the Site that have viewed a product
► Help us improve the Site by measuring any errors that occur
► Test different designs for the Site

Some of our performance cookies are managed for us by third parties. We do not allow the third party to use the cookies for any purpose other than those listed above.

By using our Site, or expressing your consent as otherwise required by applicable law, you accept the use of 'Performance' cookies. Accepting these cookies is a condition of using the Site, so if you prevent them we cannot guarantee how our Site will perform for you.

'Functionality' cookies are used to provide services or to remember settings to improve your visit.

We use 'Functionality' cookies for such purposes as:

► Remember settings you've applied such as layout, text size, preferences and colors
► Remember if we've already asked you if you want to fill in a survey
► Remember if you have engaged with a particular component or product list on the Site so that don't show it again
► Show you when you're logged in to the Site
► To provide and show embedded video content

Some of these cookies are managed for us by third parties. We do not allow the third party to use the cookies for any purpose other than those listed above.

'Targeting' cookies are used to track your visit to our Site and other websites, including the pages you have visited and the links you have followed, which allows third parties to display targeted ads to you on the websites you visit.

We and our third party service providers use *Targeting cookies* to:

► Link to social networks, like Facebook, that may subsequently use information about your visit to our website in order to provide advertising or other offers that may be of interest to you when you visit other websites.
► Provide third parties with information on your visit so that they can present you with advertisements or other offers that may be of interest to you.

If you are in the EU, you may opt-out of certain third party cookies that we and other websites may use for targeting through **http://www.youronlinechoices.eu** or **www.aboutads.info**. Opting out of one or more ad networks only means that those particular members no longer will deliver targeted content or ads to you. It does not mean you will no longer receive any targeted content or ads on our websites or other third party websites. If your browser is configured to reject cookies when you visit one of the above referenced opt-out pages, and you later erase your cookies, use a different computer or change Web browsers, your preference may no longer be active. Since all of these cookies are managed by third parties, you should refer to the third parties' own website privacy notifications and policies for further information (see below for more information about the particular targeting cookies used on our Site).

Cookies List - What specific cookies do we use on our Site?

First party cookies

Cookie name	Purpose	Duration	Domain source	Category
ASP.NET_SessionID	Session Management	Session	Microsoft	Strictly Necessary
locale-name	Locale Identification	Until Deleted	[company].com	Strictly Necessary
BIGipServersgdmktg-sp-http	Good customer experience and minimal response time on our Site	Session	F5 Load Balancer	Strictly Necessary

Third party cookies

Cookie name	Purpose	Duration	Domain source	Category
_utma	Determines first visit to the site from a particular browser	2 years	Google Analytics	Performance
_utmb	Used to establish and continue a user session with the site	30 mins	Google Analytics	Performance
_utmc	In conjunction with _utmb determines whether user is in a new session/visit	End of browser session	Google Analytics	Performance
_utmz	Stores the traffic source or campaign that explains how the user reached the site	6 months from set/update	Google Analytics	Performance
YouTube Cookies	Embedded in videos on our official YouTube channel using privacy-enhanced mode	2 years from set/update	YouTube	Performance
AddThis, ShareThis	Social sharing and performance	Until deleted	Addthis.com for US, sharethis.com for UK	Performance
Adobe Analytics	Website performance management	Until user deletion	Sungardavailabilityservices.122.2o7.net	Performance
Hootsuite/UberVu	Social performance measurement for user on site	Session	Hootsuite.com	Performance
Brightcove	Allows embedded videos to play on site	Session	Brightcove.com	Strictly Necessary

Additional Information About Third Party Analytics and Providers:

► *Google Analytics*: For Google's Privacy Policy, please go to **http://www.google.com/intl/en/policies/privacy/**.
   o *Google has developed the Google Analytics opt-out browser add-on for the Google Analytics JavaScript (ga.js, analytics.js, dc.js). If you want to opt out of Google Analytics, you can download and install the add-on for your web browser* **here**.
► *Google Plus One*: For Google's Privacy Policy, please go to **http://www.google.com/intl/en/policies/privacy/**.
► *Microsoft*: For further information, please go to **https://support.microsoft.com/en-us/kb/899918**.
► *YouTube*: For further information, including YouTube's embedding options and how you can disable embedding, please go to **https://support.google.com/youtube/answer/171780?hl=en-GB**.

How to delete and block our cookies

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies), you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

Changing your cookie settings. Please note that internet browsers allow you to change your cookie settings. These settings are usually found in the 'options' or 'preferences' menu of your internet browser. In order to understand these settings, the following links may be helpful. Otherwise you should use the 'Help' option in your internet browser for more details.

► **Cookie settings in Internet Explorer**

► **Cookie settings in Firefox**
► **Cookie settings in Chrome**
► **Cookie settings in Safari**

For further information about deleting or blocking cookies, please visit: **http://www.aboutcookies.org/Default.aspx?page=2**.

More Information About Cookies

All About Cookies
Useful information about cookies can be found at: **http://www.allaboutcookies.org/**

Internet Advertising Bureau
A guide to behavioural advertising and online privacy has been produced by the internet advertising industry which can be found at: **http://www.youronlinechoices.eu/**

International Chamber of Commerce United Kingdom
Information on the ICC (UK) UK cookie guide can be found on the ICC website section: **http://www.international-chamber.co.uk/our-expertise/digitaleconomy**

Other related documents

Website Privacy Policy

About Sungard Availability Services Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit **www.sungardas.com** or call 1-888-270-3657

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