Cookies policy of ProCredit Bank

ProCredit Bank is using "cookies".

A "cookie" is a small text file that our web server sends to your computer's cookie folder or your mobile device when you visit our web sites. The main function of the "cookie" is to allow our webserver to partially recognize your operating system and Internet browser settings in order to improve and optimize the performance of our website. Another important goal of the cookie is to provide feedback on the performance of our site and to gather statistics to help us choose and improve the services we offer.

Some cookies are important to the site's functionality and are automatically activated when visited by users.

Types of cookies that are used by ProCredit Bank:

On the Bank's Internet banking website (https://probanking.procreditbank.gr/), the cookies are:

- *PRCBAUTHENTICATIONBG* - a cookie that is a functional necessity. This cookie is used to authenticate and authorize users.

- The cookie is deleted when you exit the system. In memory cookie.

- *PRCBLOCAL* - a cookie that is used only to track the language the client uses (Greek or English). It is not deleted when you exit the system. Temporary cookie.

- *ProCreditBG_AntiForgeryToken* - Security cookie. It is not deleted when you exit the system. In memory cookie

- *fileDownloadToken* - the temporary cookie we use when attempting to download a file from the system (for example, a payment order as PDF). There is a temporary nature, which means that as soon as we have finished working to determine whether the client has downloaded the cookie file is deleted (marked as Expired).

- *PIWIK cookies.* PIWIK is a system that tracks and collects statistical information about the operating system, browser, language, and geographic location of users visiting the site. Used for analyzes and statistics related to the use of our site.

On the Bank's internet page (www.procreditbank.gr), the cookies are:

- __utm.gif - Google Analytics Tracking Code that logs details about the visitor's browser and computer.

- __utma - a "cookie" that collects data on the number of times a user has visited the web site as well as dates for the first and most recent visit. Used by Google Analytics.
- __utmb - Registers a timestamp with the exact time of when the user accessed the web site. Used by Google Analytics to calculate the duration of a web site visit.
- __utmc - Cookie purpose description: Registers a timestamp with the exact time of when the user leaves the web site. Used by Google Analytics to calculate the duration of a web site visit.
- __utmz - Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.
- _ga - Registers a unique ID that is used to generate statistical data on how the visitor uses the web site.
- _gat - Used by Google Analytics to throttle request rate.
- _gid - Registers a unique ID that is used to generate statistical data on how the visitor uses the web site.
- _pk_id# - Collects anonymous statistics on the user's visits to the web site, such as the number of visits, average time spent on the web site and what pages have been read.
- _pk_ses# - Used by Piwik Analytics Platform to track page requests from the visitor during the session.

You can block or restrict cookies set by any website, including ProCredit Bank sites, through the browser settings of each browser you use on each device you use to access the Internet.

Please note that some of our services, such as Internet Banking, will not work if your browser does not support cookies.