Processing of personal data from cookies

Processing of personal data and use of cookies on Danica Pension's websites and in Danica Pension's digital solutions.

How we process your data when you use Danica Pension's websites and digital solutions.
Please note that when you use the app "Mobilpension" fewer cookies areplaced and deletion takes place in a special way (see below).

Please note
If you only ask to be contacted, send us an email or ask to be sent a brochure or the like via our websites, you provide your name and address, email address, telephone number and other details, including your civil registration number. We use this data to process and respond to your enquiry. We do not use cookies to store the data.

What are cookies?
Cookies are passive software files which are stored on your computer or other IT equipment and collect data. Cookies cannot spread viruses or other harmful programs. Cookies do not contain details about, for example, who you are or where you live, but we can use the information about the websites visited with your device together with the other data held about you. We obviously only use the data in accordance with the applicable legislation.

Our purposes for setting cookies

We use cookie data in connection with:
1. our ordinary activities and functionalities and the different solutions we offer, and
2. for the compilation of statistics which, for example, can be used to improve our websites and tailor the experience to your needs and
3. we use some cookies in our marketing, including for profiling and direct marketing purposes, in order to make our advisory services and marketing to you as relevant as possible.

When you log on to any of our digital solutions, such as Netpension, we save information about where and when you (your device) visited our websites. If you do not allow us to use cookies we will not save the information. However, please note that session- and functional cookies are placed in any circumstances, as you would otherwise not be able to use our digital solutions.

You can read more about the various cookies we use and why in the section 'The cookies we use'.

Consent to our use of cookies, revocation of consent, refusal of cookies and deletion of cookies.

The first time you use one of our websites or apps, a message will be shown about our use of cookies. You consent to the use of cookies by continuing clicking on to the website. In the app "Mobilpension" you give consent by clicking on the slider. If you click 'No', no consent is given, and no cookies are placed except for those necessary for our websites and app's to function and to remember your choice. On your next visit to the website or the app, no other cookies will be used if you have chosen 'No'.

If you wish to revoke your consent or completely avoid cookies, you must disable use of cookies in your browser. However, you should be aware that disabling use of cookies means that you cannot log on to our digital solutions or use other functions which require that the web page in question can remember your choices.

We cannot erase our cookies ourselves once they have been placed in your browser. However, all browsers allow you to erase cookies individually or all at once.

The procedure for erasing cookies depends on the browser you use, but you can always find help on how to erase cookies in your browser. Remember to erase cookies in all browsers if you use more than one browser. When you have deleted your cookies you may access our site again and reject cookies and continue without us setting cookies other than needed for use of our services.

If you want to withdraw your consent and delete cookies in "MobilPension" app, you must delete and reinstall the app.

General cookie overview
Session cookies: These cookies have a life from the moment you open your browser and until you close it again. When you close your browser, these cookies are automatically erased.

Persistent cookies: These cookies have a predefined lifetime and remain in your browser until they expire or you delete them. These cookies show if the device has visited the site before.

Global cookies: A global cookie is a cookie which can be placed on any page on our websites.

Local cookies: A local cookie is a cookie which can only be placed on selected pages.

First-party cookies: These are our own cookies.

Third-party cookies: These are cookies placed by third parties by agreement with us.

Cat. 1 cookies – functional: These cookies are so-called functional cookies which ensure that a given function or a given website can function wholly or partly. They are, for example, used in connection with chat and help as well as our questionnaires.

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Cat. 2 cookies – operational: These cookies are so-called operational cookies, which are placed to optimize user experience of our websites and apps. They are, for example, used to make a website more relevant to the user based on statistics and content improvement.

The cookies we use
Description of the various types of tools and cookies we use.

First-party cookies
Adobe Analytics, Adobe Target and Celebrus.

Danica Pension uses these tools to track user-behaviour across all our digital touch-points - meaning homepages, eBanking and mobile apps. We use these tools to create visit/ visitor profiles and segments. Danica Pension focus on building relevant and appealing experiences across all of our channels and the visitors' devices - these tools are helping us doing so. The cookies used are either persistent or session cookies and are a mix of both global and local cookies.

All cookies in this area are categorized as operational (cat. 2) cookies.

Please note that "Mobilpension" app only uses cookies in connection with the Adobe Analytics, and that none of the other cookies mentioned below are placed when using the app.

You can read Adobe's privacy policies here
You can read D4t4 solutions' (supplier of Celebrus system) privacy statement here

AppDynamics
AppDynamics is a trusted partner of Danica Pension whose tool ensure that our IT services are performing well.
You can read AppDynamics privacy policies here

Third-party cookies
Egain
Egain is a trusted partner of Danica Pension whose tool gives us the possibility to start chats with visitors and to offer relevant help in relation to the pages visited.
You can read about Egain's privacy policies here.

The cookies are persistent and local cookies.
All cookies in this area are categorized as either functional (Cat. 1) or operational (Cat. 2) cookies.

Qualtrics
Qualtrics is a trusted partner of Danica Pension. Danica Pension uses the Qualtrics user survey tools "Research Suite and Site Intercept".
You can read about Qualtrics' privacy policies here

The cookies in this area are mixed persistent and session cookies and are local cookies only.
All cookies in this area are categorized as operational (Cat. 2) cookies.

Adform
Adform is a trusted partner of Danske Bank who hosts the Data Management Platform (referred to as DMP). The DMP is a system where we collect, control, combine data from data we already have, data collected from our cookies and data from other webpages. In order to tailor the best digital experiences on our own touch-points as well as external media – we mix data we have collected ourselves, data collected by our trusted partners (2nd party data) and data from our partners' sources (3rd party data) for direct marketing purposes.
You may see a list of Adform's partners here.
You can read Adform's privacy policies here.

The cookies in this area are mixed persistent and session cookies and are local cookies only.

All cookies in this area are categorized as operational (Cat. 2) cookies.

Re-targeting pixels and Social media plugins
Danica Pension uses re-targeting cookies (also called "pixels") from Twitter, Facebook and LinkedIn. These pixels are used to perform statistical analyses as well as profiling for direct marketing purposes. On some of our websites you can link to/ use the 'Like' button of Facebook, Twitter and LinkedIn.
You should be aware that if you do so, Facebook, Twitter and LinkedIn will receive data about your browser, IP address and the page you are visiting on the Danica Pension site.

The cookies in this area are mixed persistent and session cookies and are local cookies only.

All cookies in this area are categorized as operational (cat. 2) cookies.

When we/you use these services from Facebook, Twitter and LinkedIn, their cookie rules apply in addition to ours. You can read more about these cookie rules here:
· Facebook
· Twitter
· LinkedIn

Processing of personal data from cookies

Processing of personal data and use of cookies on Danica Pension's websites and in Danica Pension's digital solutions.

We have shared data responsibility with Facebook, Twitter and LinkedIn. This means among other things, that if you have any queries as to how your data is processed you may contact either us or Facebook, Twitter, LinkedIn and as may be relevant. Google Ads conversion tracking.

The Google conversion tracking allows us to know if the traffic we buy from Googles Search Engine has the desired effect. You can read Google's privacy statement here.

How does Danica Pension process my personal data
See more on how Danica Pension process personal data here