BURNS PET NUTRITION COOKIE POLICY

Our website uses cookies 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. 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 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, 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 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).

- **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 the advertising displayed on it more relevant to your interests. [We may also share this information with third parties for this purpose.]

Find more information about the individual cookies we use and purposes for which we use them in this table:

Cookie Name	Purpose	Retention Period
Snap Engage our Live Chat tool on the website	Cookies used for **Live Chat** • SnapABugHistory • SnapABugRef • SnapABugUserAlias • SnapABugVisit PHPSESSID - Generic PHP session cookie, used to identify a user for core PHP features	• _ga: 2 years • _gat: 10 minutes • _gid: 24 hours • SnapEngage: SnapABugRef, ttl=120min, tracking of origin & site entry SnapABugChatSession, ttl=16min, tracking of chat in progress SnapABugNoProactiveChat, ttl=30min (but to be configurable), flag to avoid proactively prompting visitors again
Session cookies	• _ga - Used to distinguish users. • _gat - Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named _dc_gtm_<property-id>. • _gid - Used to distinguish users.	SnapABugChatPoll, ttl=16min, tracking of the chat in progress transcript position SnapABugChatMessage, ttl=16min, message type by visitor persistence across pages
WordPress cookies	• wordpress_logged_in_* - used for defining a logged in users session • wordpress_sec_* - same as above • wordpress_* - same as above • wordpress_test_cookie - Tests that the browser accepts cookies. • wp-settings-* - Used to persist a user's wp-admin configuration.	SnapABugChatView, ttl=16min, check logic handling SnapABugHistory, ttl=1year, keep track of the visitor visits & last chats to present history to agent SnapABugVisit, ttl=0 (session only), detection of new session

| | | 2 | SnapABugUserEmail, ttl=1-year, visitor email address used to pre-populate the prechat or offline form 'email' field. This cookie may be stored in multiple ways: on use of the *setUserEmail() Javascript API* and then submit of the prechat or offline form, on submit of the prechat or offline form, or on agent's use of the */email chat command*.

●All the other cookies are session only, meaning once you close your browser, the cookies are wiped. |

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 website.