

Cookie Statement Q8 App

1. GENERAL

Kuwait Petroleum (Belgium) NV ('**KPB**'), Kuwait Petroleum (Luxembourg) SA ('**KPL**') and Smiles NV ('**Smiles NV**'), together referred to as '**we**' or '**us**', may use cookies, pixel tags and similar technologies in connection with any use of the mobile Q8 App.

These technologies are used to make your experience in the Q8 App smoother and more enjoyable, to solve technical problems, to tailor the content of the Q8 App more closely to your needs and preferences, to provide you with personalised promotions, special offers, discounts and ads and to distinguish you from other users. This cookie statement ('**Cookie Statement**') contains more information about the use of Cookies (as defined below) and the possibility of blocking Cookies at any time).

A cookie is a text file that is placed on your mobile or desktop device by an application or web page when you use that application or web page. For example, cookies may automatically recognise you on your next visit and allow you to customise an app or website so that it reflects your interests more closely, remember your language preference or store your password so that you do not have to re-enter these preferences every time.

Cookies may be placed by KPB, KPL and Smiles NV themselves, as joint controllers, or by others with whom we collaborate ('third-party cookies'). Such cookies contain a unique code that enables your device to be recognised when you use the Q8 App (a 'session cookie') or during subsequent repeated use (a 'persistent cookie'). The Q8 App may also use similar technologies (such as scripts and pixel tags) that work in a similar way (hereinafter collectively referred to as '**Cookies**').

In addition to this Cookie Statement, our '**Terms of Use Q8 Applications**' and our '**General Terms and Conditions of Q8 smiles**' apply to registration for and use of the Q8 App. Personal data are processed for the use of Cookies. More information about the processing of personal data in the context of the Q8 App may be found in our '**Privacy Statement**'. Please read these documents together with this Cookie Statement.

2. COOKIES USED BY THE Q8 APP

It is important to know that essential Cookies may be placed without your consent, whereas your consent is required for the use of analytical Cookies, marketing Cookies and other non-essential Cookies.

Such consent may be given by ticking the relevant category of Cookies on the selection screen when you log in to the Q8 App for the first time.

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Once you have given your consent, you have the right to withdraw it at any time. You may withdraw your consent in your profile in the Q8 App, under “*Preferences*”.

KPB, KPL and Smiles NV use the following Cookies in the Q8 App.

2.1 Essential Cookies

These Cookies are necessary to use the Q8 App (and/or certain functions you request). They allow you, for example, to navigate between the different parts or to complete forms. Because they are technically necessary, these Cookies are subject to an information obligation only, and are placed as soon as you use the Q8 App.

The Cookies in question are the following:

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Name of Cookie	Name of party placing Cookie	First-party Cookie/ third-party Cookie	Purpose of Cookie	Type of Cookie (Session Cookie or persistent Cookie)	Storage period for data collected via the Cookie
uuidEnc	KPB, KPL and Smiles NV	First-party Cookie	Encryption key used to secure a payment or authentication method. This information is only used when a payment or authentication method is added in the app.	Persistent Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
uuidApp	KPB, KPL and Smiles NV	First-party Cookie	This Cookie serves to secure the payment or authentication method; App ID used to ensure that a payment or authentication method cannot be used from another device. This is to prevent use on multiple devices at the same time, thus preventing potential fraud or misuse by unauthorised persons. This information is only used when a payment or authentication	Persistent Cookie	As long as the card is enrolled or after 2 years of inactivity

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			method is added in the app.		
Azure B2C - Authentication Cookies	KPB, KPL and Smiles NV	First-party Cookie	These Cookies are used to track information about user sessions and enable users to stay logged in to the application during different sessions.	Persistent Cookie	90 days
Azure B2C - UI customization Cookies	KPB, KPL and Smiles NV	First-party Cookie	These Cookies are used to remember the user's authentication settings.	Persistent Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
Social sign in Google	Google Ireland Limited	Third-party Cookie	OAuth2 protocol used for secure login to the app with a Google account. These Cookies are only used when you choose to sign in with a Google account.	Session Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
Social sign in Apple	Apple Inc.	Third-party Cookie	OAuth2 protocol used for secure login to the app with an Apple account. These Cookies are only used when you choose to sign in with an Apple account.	Session Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
Microsoft Application Insights	Microsoft Inc.	First-party Cookie	Used to detect system errors for the purpose of troubleshooting problems related to the operation of the Q8 App	Persistent Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
Dynatrace	Dynatrace NV	First-party Cookie	Detection of system errors for the purpose of troubleshooting problems related to the operation of the Q8 App.	Session Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.

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Zendesk: _cfuid	Zendesk Inc.	First-party Cookie	<p>This is a Cloudflare Cookie used in cases where multiple users are hidden behind the same client IP address. Each user will have a unique cookie to help prevent a case of rate limiting all users if one particular user hits the rate limit threshold..</p> <p>This Cookie is only used when you want to contact us via the Q8 App.</p>	Session Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.
Zendesk: zendesk_session	Zendesk Inc.	First-party Cookie	<p>Stores account ID to be able to automatically logout a user after a specified period of inactivity.</p> <p>This Cookie is only used when you want to contact us via the Q8 App.</p>	Session Cookie	8 hours
Zendesk: cf_clearance	Zendesk Inc.	First-party Cookie	<p>This is a clearance cookie that stores the proof that a Javascript or Captcha challenge has been passed. The purpose of the cookie is to ensure that Captcha or Javascript challenges are no longer issued if the challenge has already been passed. It is required in order to reach the origin server.</p> <p>This Cookie is only used when you want to contact us via the Q8 App.</p>	Session Cookie	The storage duration is dependent on the End-User's browser policy.
Zendesk: _zlcmid	Zendesk Inc.	First-party Cookie	<p>Stores visitor's machine-ID for the Chat widget's authentication.</p> <p>This Cookie is only used when you want to contact us via the Q8 App.</p>	Session Cookie	1 year
Zendesk: zte2095	Zendesk Inc.	First-party Cookie	Used to identify the domain/subdomain the	Session Cookie	The data are deleted as soon as they

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			<p>Chat Widget is located on.</p> <p>This Cookie is only used when you want to contact us via the Q8 App.</p>		are no longer necessary for the purposes of processing.
Firestore Authentication (Anonymous Mode)	Google Ireland Limited (Firestore)	Third-party Cookie	<p>Enables anonymous app registration, session management, and prevention of misuse of the app by generating a unique identification code.</p> <p>This Cookie is only used when you wish to use the app without registering.</p>	Session Cookie	The data are deleted as soon as they are no longer necessary for the purposes of processing.

2.2 Analytical Cookies

These Cookies are used to collect data on the use of the Q8 App in order to improve the content and adapt it more closely to the preferences of the users and to increase ease of use. For example, they collect information about the date of the first and most recent use of the Q8 App.

The Cookies below are only placed if you accept analytical Cookies.

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Name of Cookie	Name of party placing Cookie	First-party Cookie/ third-party Cookie	Purpose of Cookie	Type of Cookie (Session Cookie or persistent Cookie)	Storage period for data collected via the Cookie
Firestore Analytics/ GA4	Google Ireland Limited	Third-party Cookie	This Cookie is used to generate analytical data on how the user uses the Q8 App and how they behave in the Q8 App (e.g.; number of times the app is used and date of first and most recent visit)	Persistent Cookie	2 years from the time of consent

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Google Tag Manager	Google Ireland Limited	Third-party Cookie	<p>This is a tag management system for managing JavaScript and HTML code snippets used to enable the implementation of tracking, analytics, personalization and marketing performance tags and tools.</p> <p>Tags are small pieces of code that can track activities. Script codes from other tools are integrated through the Google Tag Manager.</p> <p>The Tag Manager is used to determine when a particular tag is activated.</p>	Session Cookie	14 days from the time of consent
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2.3 Marketing Cookies

These Cookies are used to provide content that is more relevant to the user and tailored to his or her interests. They are also used to limit the number of times you see an ad and to measure and monitor the effectiveness of advertising campaigns. These Cookies record what content you use. This is done on the basis of a unique identification of your device. We also use Cookies to enable you to use certain social media features. If you do not accept these Cookies, you will not receive fewer ads, only less relevant ads that do not match your interests.

The information may be passed on to third parties, e.g. advertisers, and used for their own purposes so that relevant ads may also be shown to you on other websites.

The Cookies below are only placed if you accept marketing Cookies.

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Name of Cookie	Name of party placing Cookie	First-party Cookie/ third-party Cookie	Purpose of Cookie	Type of Cookie (Session Cookie or persistent Cookie)	Storage period for data collected via the Cookie
Meta “LastExternalReferrer”	Meta Platforms Inc.	First-party Cookie	This Cookie tracks how the user came to the app by recording their last URL address.	Persistent Cookie	3 months from time of consent
Meta “_fbp”	Meta Platforms Inc.	Third-party Cookie	This Cookie is used by Facebook to provide a range of advertising products, such as real-time bidding to third-party advertisers.	Persistent Cookie	3 months from time of consent
Google Ads: Pagead/landing	Google Ireland Limited	Third-party Cookie	This Cookie records who is using the Q8 App. Then this Cookie collects data on visitor behaviour from multiple websites, in order to display Q8-App ads to the right target group - This avoids showing ads to people who are already using the Q8 App.	Persistent Cookie	Maximum 1 year
Google Ads: Ads/ga-audiences	Google Ireland Limited	Third-party Cookie	This Cookie is used by Google AdWords to create "look-a-like" audiences: this Cookie collects information and searches for characteristics of users of the Q8 App in order to then show ads about the Q8 App more frequently to people with similar characteristics who do not yet use the Q8 App.	Session Cookie	Maximum 1 year

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Google Ads: Rc::f	Google Ireland Limited	First-party Cookie	This Cookie is used to distinguish between bots and humans.	Persistent Cookie	Maximum year	1
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3. SETTING COOKIE PREFERENCES

Once you have given consent, you have the right to withdraw it at any time via the Q8 App. You may withdraw your consent in your profile in the Q8 App, under “*Preferences*”.

4. MODIFICATIONS

KPB, KPL and Smiles NV reserve the right to modify this Cookie Statement at any time, for example in order to adapt it to changes in services or in legal and/or regulatory requirements. Changes to this Cookie Statement come into effect at the time of publication. We recommend that you always consult the most recent version.

This Cookie Statement was last modified and revised on **12/10/2025**.