COOKIE POLICY

1. Purpose of this cookie policy

This cookie policy applies to the VetSupport+ web service (the "web service" in the following) and aims to inform you about our use of cookies on the web service. This policy helps us to provide you with a good experience when you browse our web service and also allows us to improve our Service. This cookie policy provides you with clear and comprehensive information about the cookies we use and the purpose for using them.

This policy does not govern the use of the web service, nor our collection, storage, use or disclosure of personal data on this web service. To learn more about our terms of use, please consult [*Terms of Use*]; for more information about how we collect, store, use and disclose your personal information, please click on [*Privacy Policy*].

2. What are cookies?

A cookie is a small text file that is placed on the browser or hard drive of your computer (or similar device) by web services that you visit. Cookies are typically used in order to make web services work, or work more efficiently, as well as to provide information to the owners of the particular web service.

3. What cookies do we use and why?

Our web service uses cookies to distinguish you from other users of our web service. Cookies are used to ensure that we give you the best experience on our web service, and allow us to improve our web service.

We use the following types of cookies:

- **Strictly necessary cookies** - These are cookies that are essential for the operation of our web service. These cookies remember information you have entered on forms when you navigate to different pages during a web browser session, identify you as being logged in to our web service, etc.

- **Performance cookies** - These cookies allow us to recognise and count the number of visitors and to see how visitors move around on our web service when they are using it. These cookies help us to improve the way the web service works, for example, by ensuring that users are finding what they are looking for easily. These cookies provide statistics on how our web service is used, help us improve the web service by measuring any errors that occur, etc.

- **Functionality cookies** - These are cookies that are used to recognise you when you return to our web service. This enables us to personalise our content for you, greet you by name, remember if we have already asked you if you want to fill in a survey, and remember your preferences, for example your choice of language or region.

Whether a cookie is considered as a 'first' or 'third party' cookie refers to the domain placing the cookie. First-party cookies are those cookies set by a web service that is being visited by the user at the time (e.g. cookies placed by *www.zoetis.com*). Third-party cookies are cookies that are set by a domain other than that of the web service being visited by the user. If a user visits a web service and another entity sets a cookie through that web service this would be a third-party cookie (e.g. Google Analytics).

Whether a cookie is considered as a 'persistent' or 'session' cookie refers to the duration of the cookie. A persistent cookie remains on a user's device for the period of time specified in that cookie, and is activated each time that said user visits the web service that created the concerned cookie. A session cookie links the actions of a user during a browser session. A session starts when a user opens a browser window and ends when the browser window is closed. Once the browser is closed, all session cookies are deleted.

4. How to manage cookies?

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. These settings are usually found in the 'options' or 'preferences' menu of your internet browser. However, if you use your browser settings to block all cookies (including strictly necessary cookies) you may not be able to access all or parts of the web service.

Once you have given us your consent to the use of cookies, we will store a cookie on your computer or device to remember this for next time. If you wish to withdraw your consent at any time, you will need to delete your cookies using your internet browser settings.

 For more details the following links may be helpful:

- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Firefox](#)
- [Cookie settings in Chrome](#)
- [Cookie settings in Safari](#)

More information on the use of cookies can be found on the web service, www.allaboutcookies.org, or you may always contact us at vetsupportireland@zoetis.com.

5. Update

We reserve the right to modify this cookie policy from time to time. It is your responsibility to regularly verify whether you have read and consented to the latest version of the applicable cookie policy.

This Cookie Policy was last updated in October 2017.