

COOKIE MANAGEMENT AND POLICY

The Musée du Louvre online ticketing service uses cookies, installed by the Musée du Louvre or by third parties, to improve your browsing experience and to create user statistics. The purpose of this policy is to help you understand what cookies are, how they are used on the website, and how to manage them.

Visitors can manage cookie preferences at any time by clicking on 'Cookie Management' at the bottom of each page.

WHAT IS A COOKIE?

1. A cookie is a text file that may be stored in a dedicated space on the hard disk of your device when you access an online service using your browser. A device is the hardware you use (computer, tablet, smartphone, etc.) to consult or view a website, an application, advertising content, etc.
2. A cookie file allows the issuer to identify the device on which it is stored and to send information such as a session identifier or choice of language to the website concerned during the lifetime of the cookie. Only the issuer of the cookie concerned can read or modify the information contained in the cookie.
3. Some cookies are essential for using the site, while others are used to improve your browsing experience or to create statistics. The lifetime of a cookie varies according to its purpose. Some disappear as soon as you leave the site, while others remain on your device until their lifetime expires or you delete them.
4. Pursuant to the act of 6 January 1978 as amended, known as the 'Data Processing, Data Files and Individual Liberties' act, cookies do not require consent if they meet the following conditions:
 - They are strictly limited to the sole measurement of the site or the application's audience (performance measurement, detection of navigation problems, optimization of technical performance or ergonomics, estimation of the power of the servers required, analysis of the content consulted), exclusively on behalf of the publisher and/or serve to produce anonymous statistical data only;
 - They do not result in the cross-referencing with other data or transmission to a third party;
 - They do not allow for the global tracking of a person's navigation using different applications or browsing different websites. Any solution that uses the same identifier across multiple sites (e.g. via cookies deposited on a third-party domain loaded by multiple sites) to cross-reference, duplicate or measure unified reach is excluded.

COOKIES USED ON OUR WEBSITE

5. The cookies issued by the Musée du Louvre online ticketing service do not process any of your personal data. They meet the consent exemption conditions stipulated in the regulations.

Cookies issued by the Musée du Louvre

6. The cookies we place on our website are those that are strictly necessary for the site to function (known as **'technical' cookies**).

7. Technical cookies are essential for the proper functioning of our website and are used by the provider for the technical management of the network. They allow you to use the main features of the website. As a result, they are essential and cannot be rejected.

8. The following technical cookies are used on this website:

- **Queue-it**

Domain:	.queue-it.net
Purpose:	queue management cookie
Data collected:	queue identifier
Lifetime:	1 year
- **Queue-it***

Domain:	bestunion.queue-it.net
Purpose:	queue management cookie
Data collected:	queue identifier
Lifetime:	1 heure
- **QueueITAccepted-SDFrts345E-V3_louvreprd**

Domain:	www.ticketlouvre.fr
Purpose:	queue management cookie
Data collected:	queue identifier
Lifetime:	20 min
- **Application_STICKY**

Domain:	www.ticketlouvre.fr
Purpose:	technical identifier for load balancing between servers
Data collected:	connected node identifier
Lifetime:	session
- **CFID**

Domain:	www.ticketlouvre.fr
Purpose:	technical identifier of action carried out
Data collected:	sequential number used to identify customer
Lifetime:	ongoing
- **CFTOKEN**

Domain:	www.ticketlouvre.fr
Purpose:	session identifier
Data collected:	random number used to identify customer
Lifetime:	ongoing

- **incap_ses_476_2189377**
 - Domain: www.ticketlouvre.fr
 - Purpose: identifier for WAF protection and load balancing between servers
 - Data collected: session identifier
 - Lifetime: session

- **nlbi_2189377**
 - Domain: www.ticketlouvre.fr
 - Purpose: identifier for WAF protection and load balancing between servers
 - Data collected: WAF identifier
 - Lifetime: session

- **visid_incap_2189377**
 - Domain: www.ticketlouvre.fr
 - Purpose: identifier for WAF protection and load balancing between servers
 - Data collected: WAF identifier
 - Lifetime: 1 year

9. We use the Friendly Captcha solution, published by the German company Friendly Captcha GmbH, to protect the site against automated or semi-automated software and the risk of intrusion on the site.

It is a service that protects the form entries on our site. This solution makes it possible to distinguish between humans and automated software (called bots) by analysing their behaviour on the Internet.

This technology is used to protect certain site forms from bots that scan the web and send spam or phishing messages.

Friendly Captcha does not set any cookies and the domains are only used to operate the Captcha, which ensures that no data tracking takes place.

MORE INFORMATION

10. For more information on cookies, you can consult the website of the French Data Protection Authority, Commission Nationale Informatique et Libertés (CNIL): <https://www.cnil.fr/>

And the following pages in particular:

1. <https://www.cnil.fr/fr/cookies-et-autres-traceurs>
2. <https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>
3. <https://www.cnil.fr/fr/les-conseils-de-la-cnil-pour-maitriser-votre-navigateur>