

Thalys Cookie Policy

Thalys¹ uses cookies to simplify, complete and personalise your visits to its websites². This section will help you better understand how cookies work, why they are used and how to manage, reject and remove them.

What is a cookie?

A cookie is a small text file that most websites you visit save on your computer or mobile device. Cookies enable sites to record data about your browsing to facilitate your visits and optimise your experience. Websites memorise your actions and preferences (user name, language and other display parameters) for a given period of time so that you don't have to re-enter the information every time you go to the website or move from one page to another. Cookies can also be used to adapt the contents of websites to your needs and interests.

Cookies are placed on your computer or mobile device browser by website servers. Cookies contain a unique code that enables them to recognise your browser when you visit a website (session cookie) or during future visits (permanent cookie). Cookies are placed by the server of the website you are browsing or by the website's partners. Website servers can only read the cookies they store and have no access to other information on your computer or mobile device. Cookies are stored in the browser directory on your computer or mobile device. Cookies usually contain the name of the server that placed the cookie, an expiration date and a unique number code.

What cookies do we install on our websites and why?

Thalys uses different types of cookies on its websites, in compliance with applicable legislation:

- **Absolutely necessary cookies:** these are session cookies which allow you to browse our websites, use their functionality and access secure areas. If use of these cookies is deactivated, some parts of the websites may be inaccessible. For example, absolutely necessary cookies enable you to fill in forms, order items and update the contents of your purchase basket. They are also

¹ This is the Cookie Policy of THI Factory and Thalys International (as defined hereinafter) that are together referred to as "Thalys" throughout this document. "THI Factory" means the Belgian public limited liability company which has its head office at Place Stéphanie, 20 in 1050 Brussels (VAT registration BE 0541.696.005, BTR Brussels) and which, based on a railway undertaking license, a safety certificate and various partnerships, operates and distributes, directly or indirectly, international and national high-speed transportation services of passengers in Belgium, France, Germany and the Netherlands as well as ancillary, complementary or additional services. "Thalys International" means the Belgian limited liability co-operative company which has its registered office at Place Stéphanie, 20 in 1050 Brussels (VAT registration BE 0455.370.557, BTR Brussels) and which is responsible for developing and defining the implementation of policies for services offered to Passengers on Thalys high-speed trains in order to increase the economic activity of SNCF (Société Nationale des Chemins de fer Français – French Railways) and SNCB (Société Nationale des Chemins de fer Belges – Belgian Railways).

² thalys.com
thalysthecard.com
thalysinside.com
thalysnet.com
Application mobile thalys.com

authentication cookies that enable you to access your personal account by opening a website user session with identifiers (portal site on board and mobile site).

- Functional cookies: we use functional cookies to improve your visit, make site use friendlier and provide you with the most relevant information. For example, we use cookies to personalise the user interface to remember your preferences such as language choice and country or your personal travel agenda. We also use "Flash" cookies. Flash Player has its own local information sharing cookie system. Flash cookies are different from traditional cookies because they are stored by the browser. These locally shared objects are stored on the machine with no time limit. They send browsing habits by default (history of sites visited, etc.).
- Performance cookies: performance cookies collect visit statistics for our websites for all Internet users to help us make the sites more user-friendly and provide better-suited content. For example, performance cookies track the number of unique visits, the number of error messages displayed and the most frequently visited pages.
- Sales cookies: we use sales and third-party cookies (notably from Criteo and AT Internet) to collect information about browsing habits on our websites. This enables us to do behavioural advertising campaigns, to better personalise them and to measure their effectiveness. These cookies don't contain any personal data.

Managing cookies and preventing their installation on your computer or mobile device

The Internet browser on your computer or mobile device enables you to manage cookies. You can set your browser parameters to refuse cookies or deactivate their installation. You can use the same approach to remove stored cookies or choose the length of time you want the cookies to be stored (excluding session cookies which are automatically removed when you close your session or browser). Note that if you don't accept cookies, your browsing experience may be diminished or slower or you may not be able to use certain parts of our websites.

Each browser is configured differently. The configurations are described in your browser's help menu and enable you to personalise your cookies.

You can deactivate cookie installation by following the instructions below:

1/ If you use Internet Explorer

In Internet Explorer, click on "Tools", then "Internet Options".

Under the "General" tab, click on "Browsing History", then click on "Settings".

Click on "View files".

Click on the "Name" column header to sort the files in alphabetical order then run through the list until you find the files starting with the prefix "cookie" (all cookies use this prefix and normally also contain the name of the website that created them).

Select the cookie(s) containing the name "thalys" and remove them.

Close the window with the list of files then click on OK twice to return to Internet Explorer.

2/ If you use Firefox

Go to the browser "Tools" tab and select the "Options" menu.

Select "Privacy" in the displayed window, then "Remove Individual Cookies".

Find the files that contain the name "thalys". Select and remove them.

3/ If you use Safari

Select the "Safari > Preferences" menu in your browser.

Click on "Security".

Click on "Show Cookies".

Select the cookies that contain the name "thalys" and click on "Remove" or "Remove All".

After removing the cookies, click on "Done".

4/ If you use Google Chrome

Click on the "Tools Menu".

Select "Options".

Click on "Under the Hood" and go to the "Privacy" section.

Click on "Show Cookies".

Find the files that contain the name "thalys". Select and remove them.

Click on "Close" to go back to the browser.

5/ Cookie management websites

Cookie management websites are also available. You can reject sales cookies through the following site: <http://www.youronlinechoices.com/>