

Cookie Policy

What is a “cookie”?

Cookies are small text files saved on your device by websites that you visit. Cookies contain various information which is often necessary for a website to operate properly. Cookies are encrypted in such a way that unauthorised persons have no access to your personal data. The information collected with cookie files may be read solely by ING Bank Śląski and trusted partners.

Why do we use cookies?

With cookies we for instance save your settings. As a result, your next visit will be more pleasant and more effective. We also use them to adequately personalise the information we display. This means that relying on cookies, we present content that may be of interest to you. With cookies we can collect statistics: how many people visit our site, what sub-pages they visit, what is of most interest to them, etc. We are also able to correct and adjust the site so that users may find the information they require in an easier way. Cookies perform a very important function – without them using the Internet would be less pleasant.

What kind of cookies do we use?

Two types of cookies may be used in ING Pay payment gateway sites:

session cookies – they remain on the user's device until the user has left the website or switched software off (Internet browser).

persistent cookies – they remain on the user's device over a time determined in the file parameters or until they have been manually deleted by the user.

We distinguish among cookies subject to the purpose for which we use the information collected with cookies:

Basic cookies

Technical Cookies – are necessary for the website to operate properly. We use them inter alia to:

- ensure the security of your transactions in ING Pay payment gateway,
- maintain your session, when you visit and log in to ING Pay payment gateway,
- ensure that the website is properly displayed – depending which device is used,
- adjust our services to your choices – e.g. the selected language,
- remember if you have agreed to display certain content.

Analytical cookies, with which we can make settlements with our business partners, improve and measure the effectiveness of our marketing activities and improve the functioning of our web site. We can for instance:

- review statistics concerning traffic on the site and check sources of such traffic,
- detect various types of abuses, e.g. artificial website traffic (bots),
- restrict certain marketing activities, inter alia in order to protect users against spam (being multiple displays of the same advertisement),
- measure the effectiveness of actions pursued for ING Pay payment gateway, e.g. in Google's advertising network, in partner programs, on external web sites
- settle with business partners for advertising services on the basis of registered user actions, e.g. dispatch of Internet forms, etc.

The information on the cookies used by us, systems and trusted partners can be found in the table.

System	Characteristics	Trusted partner	Type of cookie
"Marketing consent" cookie controls consents for data processing for marketing purposes and other technical and analytical cookies	The cookies save e.g. consents provided by visitors to the bank's web site. The "marketing consent" cookie saves consent/or no consent to process the collected information for marketing purposes.	ING Bank Śląski	Basic
Google Analytics	Google Analytics measures traffic in web sites and supports the use of the data to align the advertisements displayed by the bank on its web sites and in mobile applications (more information at: https://www.google.com/analytics/learn/privacy.html?hl=pl)	Google Ireland Limited	Basic

May I waive accepting cookies?

You may always change the browser's settings and reject requests for installing cookies. However, before you decide to change the settings, please note that cookies are for your convenience while using the website. Switching cookies off may affect how our website will be displayed in your browser. In certain cases, the website may not be displayed at all.

What happens if you do not agree to using cookies?

Certain (technical) cookies are required to use ING Pay payment gateway.

If you block them effectively, problems may arise with transaction processing on ING Pay payment gateway. Cookies are used to establish, maintain, and secure the user's session on a given website.

Other information related to data processing

Data Controller	ING Bank Śląski S.A. ul. Sokolska 34 40-086 Katowice
Data protection controller	Lilianna Rother-Obrączka ING Bank Śląski S.A. ul. Sokolska 34 40-086 Katowice E: abi@ingbank.pl

Pursuant to the applicable regulations, if the provisions on the protection of personal data are breached, you have the right to lodge a complaint to the [General Inspector for Personal Data Protection](#).

How to switch cookies off?

You may delete cookies from your browser at any time and block the possibility of their installation again.

Depending on the browser you use, an option of deleting or withdrawing the consent to cookies installation may be different. Below are links to examples of instructions to be followed.

Google Chrome

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=pl>

Mozilla Firefox

<https://support.mozilla.org/pl/kb/W%C5%82%C4%85czanie%20i%20wy%C5%82%C4%85czanie%20obs%C5%82ugi%20ciasteczek>

Opera

<http://help.opera.com/Windows/12.10/pl/cookies.html>

Internet Explorer

<https://support.microsoft.com/pl-pl/help/278835/how-to-delete-cookie-files-in-internet-explorer>

Safari

<https://support.apple.com/pl-pl/guide/safari/sfri11471/mac>

Should you have any questions concerning the cookie policy, [please, write to us at: kontakt@pay.ing.pl](mailto:kontakt@pay.ing.pl)