

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.cblgroup.com	AS "Citadele banka", incl., Estonian and Lithuanian branches	_cblgroup_session	Maintains the browser session data which provides basic website functionality for one session.	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblam.lv, developer.citadele.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management"	_citadele_session	Maintains the browser session data which provides basic website functionality for one session.	Until session ends
online.citadele.lv	AS "Citadele banka"	_pk_id.1.ce43	Saves the user's active session identifier.	393 days
online.citadele.lv	AS "Citadele banka"	_pk_ses.1.ce43	Maintains browser session data to provide basic website functionality.	30 minutes
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	analytics_tracker	Remembers that the user has allowed analytics cookies.	1 year if cookie is accepted, if cookie is not accepted 12 hours
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	AUTH_SESSION_ID	Saves the user's login session identifier.	Until session ends
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	AUTH_SESSION_ID_LEGACY	This cookie is used to maintain the user's authenticated session and to provide single sign-on across multiple applications that use Keycloak for authentication.	Until session ends

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management"	closed_announcements, permanently_closed_announcements	Maintains a list of notifications the user has opened so that they are not shown again.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	CONSENT	This cookie is used to remember your selection regarding the use of cookies.	18 years
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	cookieawinfo-checkbox-analytical	Remembers that the user has allowed analytics cookies.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	cookieawinfo-checkbox-marketing	Remembers that the user has allowed marketing cookies.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	cookieawinfo-checkbox-necessary	The cookie is used to store the user consent for the cookies in the category "Necessary".	1 year
www.finoterapija.lv, www.pensija.lv	IPAS "CBL Asset Management"	cookies_accepted	Remembers that you have allowed cookies.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	cookieyes-consent	CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on their subsequent visits to this site. It does not collect or store any personal information of the site visitors.	1 year
www.hortusre.lv	Limited liability company "Hortus Residential"	cpanel	Provides basic website functionality.	Until session ends

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	crumb	A security cookie to protect your data from being entered into other sites (CSRF).	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management"	default_locale	Saves the user's chosen language.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management"	default_site_segment	Saves the user's chosen website segment (private customer, business, private banking).	1 year
www.finoterapija.lv	IPAS "CBL Asset Management"	finoterapija_session	Saves information on operations performed during the session.	2 hours
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	form_key	A security tool which adds your token to a range of templates to protect your data from being entered into other sites (CSRF).	1 day
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	gdpr_allow	Saves information on cookie permissions.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	guest-view	Remembers that a user has not logged in, and the user is shown a page adapted for a user who is not logged in.	Until session ends

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management"	hide_browser_notice	Saves the fact that the user has read the notice on the use of an outdated browser.	1 year
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	INGRESSCOOKIE	An infrastructural cookie which distributes incoming request flow between servers.	Until session ends
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, online.citadele.lv, api.klix.app	AS "Citadele banka", incl., Estonian and Lithuanian branches	JSESSIONID	Saves the user's active session identifier.	Until session ends
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	New relic	JSESSIONID	The JSESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for an application.	Until session ends
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	KC_RESTART	Is used to renew the login flow once the browser session ends.	Until session ends
api.klix.app, klix.app, portal.klix.app	AS "Citadele banka"	klix-last-selected-country	Select the phone number country code either by user's IP address or previously selected phone number country code	1 year
www.citadele.lv, mana.citadele.lv, www.citadeleleasing.lv	AS "Citadele banka", SIA "Citadele Leasing"	loan_tracker	Remembers that the user has allowed marketing loan cookies.	30 days if cookie is accepted, if it's not accepted - 12 hours
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	local_timezone_offset	Determines the user's time zone.	1 day
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	login_redirect	Saves the target page loaded by the user before they were redirected to Log in/Register.	Until session ends

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
online.citadele.lv	AS "Citadele banka"	loginTabCookie	A cookie for more convenient use of the website, saves information about the previously selected authorization type menu.	400 days
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-cache-sessid	Clears the local cache.	1 day
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-cache-storage	The local user's specific content storage which provides e-commerce functions.	Until session ends
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-cache-storage-section-invalidation	Forces local storage of specific content sections that should be invalidated. Makes browser content easier to cache, helping pages load faster.	1 day
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-cache-timeout	This cookie is necessary for the cache function. A cache is used by the website to optimize the response time between the visitor and the website. The cache is usually stored on the visitor's browser.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-messages	Tracks error messages and other notifications which are shown to a user.	1 year, but if an error message appears, it is deleted immediately
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-translation-file-version	Monitors which version of the page is being used in the user's local storage.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	mage-translation-storage	Saves the pictured content if requested by the buyer (for example, when reviewing the contents of an offer.) The cookie is also needed to optimise the operational speed of the website.	1 year

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	marketing_tracker	Remembers that the user has allowed marketing cookies.	1 year if cookie is accepted, if cookie is not accepted 12 hours
online.citadele.lv	AS "Citadele banka"	mobileScanToken	A cookie that ensures the automatic sending of the MobileScan authorization code push notification to the client's device and the automatic reading of the response code in the corresponding field.	30 days
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	MX_ACTIVE	Saves the last active application and ensures that the same application cannot be opened in a different browser window. If this happens, the user session is closed in all open windows and applications.	Until session ends
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	mx_app_lang	Saves the website's default language (if the user does not change the language settings, this cookie determines which language is used for application forms by default.)	Until session ends
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	mx_locale	Saves the user's chosen language for the website.	Until session ends
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	newsession	Sets a new session and ensures that the session is deleted from the previous device.	1 day

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
mana.citadele.lv, mano.citadele.lt, minu.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	OAuth_Token_Request_State	This security cookie saves a randomly-generated key which is used to stop fraudulent requests.	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	october_session	Maintains the browser session data which provides basic website functionality for one session.	2 hours
api.klix.app, portal.klix.app	AS "Citadele banka"	paym-ses-pass	Identify customer data during a single payment form	30 minutes
api.klix.app, portal.klix.app	AS "Citadele banka"	paym-ses-user	Remember customer data during a single payment form	30 minutes
www.pensija.lv	IPAS "CBL Asset Management"	pensija_session	Maintains browser session data to provide basic functionality for the page within one visit.	2 hours
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	persistent_shopping_cart	Saves information about shopping basket contents and other product viewing history before the user is directed to the log in page.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches, SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	PHPSESSID	Is used to save and identify the user's unique session ID within the server and manage the user's session on the site.	3 hours

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, klix.app, api.klix.app, portal.klix.app	SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch, AS "Citadele banka"	PHPSESSID	Is used to save and identify the user's unique session ID within the server and manage the user's session on the site.	Until session ends
klix.app, api.klix.app, portal.klix.app	Polylang	pll_language	Used to store language settings.	Until session ends
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	private_content_version	A security cookie which is used for pages with the user's details, giving them a random unique number and time to avoid the user information being saved in the server cache.	400 days
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	product_data_storage	Saves product details linked with recently viewed/compared products.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	recently_compared_product	This cookie is used to determine which products the visitor has viewed. This information is used to promote related products and optimize ad-efficiency.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	AS "Citadele banka", incl., Estonian and Lithuanian branches	recently_compared_product_previous	Collects information on which products have been viewed by the visitor. This is used for optimizing the specific visitor's navigation on the website.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	recently_viewed_product	For easier navigation, this cookie saves the ID of recently viewed products.	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	recently_viewed_product_previous	Saves recently identified product IDs so that they can be found easily.	1 year
api.klix.app, portal.klix.app	AS "Citadele banka"	rem-me-pass	Identify previously authenticated customers in Klix widget	Up to 180 days

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
api.klix.app, portal.klix.app	AS "Citadele banka"	rem-me-user	Remember previously authenticated customers in Klix widget	Up to 180 days
api.klix.app, portal.klix.app	AS "Citadele banka"	safari-fix	Enable cookie access support from Klix iframe in Safari web browser	Until session ends
api.klix.app, portal.klix.app	AS "Citadele Banka"	klix-cookie-check	Enable cookie access support from Klix iframe in Safari web browser	Until session ends
api.klix.app	AS "Citadele Banka"	INTRO	Stores information on whether intro screen is shown before the authentication	1 day
api.klix.app	AS "Citadele Banka"	deepThought	Checks Klix cookies stored on the browser	1 day
portal.klix.app	AS "Citadele Banka"	__Secure-psd2_resume_payment_key	A security cookie that ensures the continuity of information during a payment attempt.	Until the end of purchase expiry time defined by merchant
portal.klix.app	AS "Citadele Banka"	preferred_used	Determine if a specific payment method was used to get to the payform page.	Until the end of purchase expiry time defined by merchant
portal.klix.app	AS "Citadele Banka"	payform_referrer_url	Holds the information about the merchant from which the payment flow was initiated	15 minutes
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	section_data_ids	Saves the buyer's information linked with actions prompted by the customer, such as displaying a wish list, payment information, etc.	1 day
api.klix.app, portal.klix.app	AS "Citadele banka"	selected-user	Preselect previously selected user in Klix form	up to 180 days

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	show_cookie_notice	Remembers whether the notice of cookie use has been closed.	Up to 400 days
developer.citadele.lv	AS "Citadele banka"	show_cookie_notice_developer	Remembers whether the notice of cookie use has been closed.	1 year
portal.klix.app	AS "Citadele banka"	SPELL_SESSION	The cookie maintains the browser session data to provide the basic functionality of the website within the session.	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee	Squarespace	ss_cookieAllowed	Remembers that you have allowed cookies.	1 year if cookie is accepted, if cookie is not accepted 12 hours
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.animbnr	Remembers the advertisement banner animation to ensure that it is not shown again.	Until session ends
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.autoopen	Saves information on the widget's automatic opening function.	Until session ends
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.banner	Saves information on the widget's advertising banner, 1=open, 0=closed.	Until session ends
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.barclicked	This cookie is necessary for receiving automatic messages from the chat.	Until session ends
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.chatid	Saves the chat's identifier.	180 days

Detailed information on the cookies used on Citadele's websites

Essential cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.opened	Saves information on whether the chat window is open.	Until session ends
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.vid	Saves the visitor's identifier.	180 days
www.citadele.lv, www.citadele.lt, www.cblam.lv	SmartsUpp	ssupp.visits	Saves the number of previous visits needed for keeping up with automatic messages.	180 days
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	store, store_xx	Saves information about the language saved by the user on a specific website.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app	doubleclick.net	test_cookie	Test cookie used by Google DoubleClick to check that cookies can be set.	15 min
online.citadele.lv	AS "Citadele banka"	thx_guid	Security cookie to identify fraud attempts	400 days
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	New relic	TSNGUID	These cookies are used to collect information about the uptime and performance of our website for the purposes of monitoring and addressing any site/server related issues.	1 year
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	unicredit_covid	Maintains an indication that the user has read and closed the COVID-19 information message.	1 year

Detailed information on the cookies used on Citadele's websites

Essential cookies

Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	unicredit_user_logged_in	A cookie is used to determine whether to show the user an authorization or logout button in the e-application.	30 days
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	user_allowed_save_cookie	Remembers that the user has allowed the use of cookies.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	viewed_cookie_policy	Remembers whether the notice of cookie use has been closed.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	wp-wpml_current_language	Saves the user's chosen language.	Until session ends
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee	Magento	X-Magento-Vary	A configuration setting that improves performance using the Varnish static content cache.	3 hours
www.pensija.lv	IPAS "CBL Asset Management"	XSRF-TOKEN	A security tool which adds your token to a range of templates to protect your data from being entered into other sites (CSRF).	2 hours

Marketing cookies

Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
klix.app, api.klix.app, portal.klix.app	Hubspot	_conv_r	Gives a unique ID that allows third party advertisers to target you with relevant advertisements.	2 months

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
klix.app, api.klix.app, portal.klix.app	Hubspot	_conv_v	Cookies stores information about sessions, sessions count; the number of session for this visitor, current session start timestamp, first session start timestamp, number of pageviews for this visitor across all sessions and the previous session start timestamp.	6 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	__Secure-3PAPISID	Builds a profile of website visitor interests to show relevant and personalized ads through retargeting.	2 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	__Secure-3PSID	Targeting cookie. Used to profile the interests of website visitors and display relevant and personalised Google ads.	2 years
klix.app, api.klix.app, portal.klix.app	Google	__Secure-1PAPISID	Cookie required to use website options and services.	2 years
klix.app, api.klix.app, portal.klix.app	Google	__Secure-1PSID	Targeting cookie. Used by for targeting purposes to build a profile of the website visitor's interests in order to show relevant & personalised Google advertising.	2 years
klix.app, api.klix.app, portal.klix.app	Google	__Secure-1PSIDCC	Used for targeting purposes to build a profile of the website visitor's interests in order to display relevant and personalized Google advertising.	1 year
klix.app, api.klix.app, portal.klix.app	Google	__Secure-1PSIDTS	Targeting cookie. Used by for targeting purposes to build a profile of the website visitor's interests in order to show relevant & personalised Google advertising.	2 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	__Secure-3PSIDCC	Helps create the site user's interest profile so that, when Google reselects a target audience, it shows the user relevant and personalised advertisements.	1 year

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
klix.app, api.klix.app, portal.klix.app	Google	__Secure-3PSIDTS	Used to customize ads and track user behavior on websites that use Google services.	2 years
klix.app, api.klix.app, portal.klix.app	Facebook	_fbclid	Helps to browse device information. When a user clicks on an ad on Facebook, the link sometimes includes a fbclid query parameter. When the user lands on the target website, if the website has a Facebook pixel that uses first-party cookies, the pixel automatically saves the fbclid query parameter to an _fbclid cookie for that website domain.	2 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	_fbp	Is used to differentiate and follow unique user_fbps.	90 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	_gcl_au	Used to test the effectiveness of advertisements.	90 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	Bing	_uetsid	Is used to determine which advertisements must be shown to site users.	1 hour

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	Bing	_uetvid	Is used to determine which advertisements must be shown to site users.	17 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.finoterapija.lv, www.pensija.lv, klix.app, portal.klix.app, api.klix.app	Google	1P_JAR	Helps to show statistics on content shown to users, such as how many times a video has been shown and what advertisements have been shown. The data is anonymous as long as the user has not signed in to their Google account, in which case the information and videos shown are linked with the user account.	30 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app	Google	ANID	Used for Google advertisements on the entire web.	13 months in EEA, Switzerland, United kingdom, 24 months in rest of the world
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	C	Is used to determine whether a user's browser accepts cookies. Number 1: cookies are allowed, number 3: cookies are not allowed.	If cookies are allowed: 60 days, If cookies are not allowed: 10 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, portal.klix.app, api.klix.app	Facebook	c_user	Remembers the user identifier of a user who is currently logged in to Facebook. The length of time the cookie is saved for depends on the Facebook account settings; if the user has selected "Keep me logged in," then 90 days, if not, the cookie is deleted once the session ends.	Until session ends or 90 days

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	CM	Remembers whether the existence of a partner's (advertiser's/ advertisement publisher's) cookie integration (AdServing) has to be checked again.	1 day
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	CM14	Remembers whether the existence of a partner's (advertiser's/ advertisement publisher's) cookie integration (AdServing) has to be checked again.	14 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	datr	Is used to identify the web browser used by the user in order to connect to Facebook, regardless of registered user.	60 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	DigiTrust.v1.identity	Remembers the user's identifier. The cookie is set up by DigiTrust, an independent industry organisation between the advertiser and the advertisement publisher.	1 week
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	doubleclick.net	DSID	This cookie, using the Google advertising network, allows Citadele to advertise on third-party sites.	2 weeks
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app	Google	DV	Used to save information on a user's preferences and other information (preferred language, number of search results shown, and information on whether Google's safe search filter should be activated).	180 days

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	fr	Is used to enable advertisement delivery or repeated target audience selection.	3 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	HSID	Contains digitally-signed and encrypted records of the user's Google account identifier and last login time. The combination of this and SID cookies allow Citadele to block many types of attack, such as attempts to steal information entered into online forms.	9 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	doubleclick.net	IDE	This cookie, using Google's advertising tool, allows Citadele to advertise on third-party sites.	13 months in EEA, Switzerland, United kingdom, 24 months in rest of the world
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	m_pixel_ratio	Used to optimise website performance for advertisers.	Until session ends
klix.app, api.klix.app, portal.klix.app	Facebook	m_js	This cookie is used to track interactions on the site.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	AdForm	OTZ	This cookie helps adapt advertisements on Google sites, such as Google search.	15 days

Detailed information on the cookies used on Citadele's websites

Marketing cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	presence	Used to indicate the user's chat status.	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	sb	Used to save browser information.	2 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	SID	Contains digitally signed and encrypted records of the user's Google account identifier and last login time. The combination of this and the HSID cookie allows Citadele to block many types of attack, such as attempts to steal content entered into online forms.	2 years
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Google	SIDCC	Used as a security tool to protect user information from unsanctioned access.	6 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, klix.app	Facebook	spin	Used to notify of social campaigns, create problem solving campaigns and create target audience groups based on behavioural trends on nouryon campaign sites and elsewhere.	1 day and 1 hour
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	TPC	Is used to register whether a user's browser accepts third-party cookies.	14 days

Detailed information on the cookies used on Citadele's websites

Marketing cookies

Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AdForm	uid	Is used to create a unique user identifier.	60 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	wd	Saves the measurements of the browser window to help Facebook optimise its page view.	1 week
klix.app, api.klix.app, portal.klix.app	Facebook	dpr	Cookies saves device pixel ratio, and helps to render page content on your screen.	1 week
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, klix.app, api.klix.app, portal.klix.app	Facebook	xs	This cookie contains information on Facebook logins. For example, if a user is able to share a post or log in to a website using Facebook, then with this cookie, the user will not be asked to log in again when entering Facebook. The length of time this cookie is stored depends on the Facebook account settings: if the user has selected "Keep me logged in", then 90 days, if not then the cookie is deleted once the session ends.	Until session ends or 90 days

Analytics cookies

Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	__ar_v_id	Used to randomly generate unique visitor's ID to ensure the basic functionality of the website.	1 year

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	__ar_d_id	Used to randomly generate unique device ID to ensure the basic functionality of the website.	1 year
klix.app, api.klix.app, portal.klix.app	AS "Citadele banka"	_ar_si	Stores information regarding the visitor's session, like: date of the start of the session, number of pages visited during the session.	1 year
klix.app, api.klix.app, portal.klix.app	Hubspot	_BEAMER_FIRST_VISIT_x	Stores the date of this user's first visit to the site.	300 days
klix.app, api.klix.app, portal.klix.app	Hubspot	_BEAMER_USER_ID_x	Stores an internal ID for this user.	300 days
klix.app, api.klix.app, portal.klix.app	Hubspot	__cf_bm	This cookie is set by HubSpot's CDN provider and is a necessary cookie for bot protection.	30 minutes
klix.app, api.klix.app, portal.klix.app	Hotjar	_hjDonePolls	Store performed actions on the website.	1 year
klix.app, api.klix.app, portal.klix.app	Hotjar	_hjMinimizedPolls	This cookie stores the information that the user has rejected the survey window on the homepage that is used with the Hotjar solution.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Hubspot	__hssc	This cookie keeps track of sessions. This is used to determine if HubSpot should increment the session number and timestamps in the __hstc cookie.	30 minutes

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Hubspot	__hssrc	A cookie which determine if the visitor has restarted their browser, if HubSpot changed the session cookies.	Until session ends
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Hubspot	__hstc	Used to for tracking visitors. It contains the domain, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).	13 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	HotJar	_BEAMER_LAST_UPDATE_{product ID}	Used to store the timestamp for the last time the number of unread posts was updated for user.	3000 days
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	HotJar	_BEAMER_USER_ID_{product ID}	Used to store an internal ID for a user.	300 days

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_dc_gtm_UA-xxx	Used to help the Google Tag manager give the user a Google Analytics identifier.	1 minute
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_ga	Used to differentiate between website users.	400 days or 2 years, depending on used browser
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_ga_xxx	Cookie is used to store and count pageviews.	400 days or 2 years, depending on used browser
www.citadele.lv, www.citadele.lt, www.citadele.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_gaexp	Used for tests which help determine the optimum adaptation of page content based on user activity on the website. This cookie is used to determine user involvement in testing, and the end date of the testing.	Depending on testing length, but no longer than 93 days.

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_gat	Used to limit the intensity of requests – limited data collection on websites with a large data flow.	1 minute
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_gat_UA-xxx	Used to limit the amount of data registered with Google on sites with a large data flow.	1 minute
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	_gid	Used to differentiate between website users.	1 day
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjAbsoluteSessionInProgress	Used to determine the user's first website viewing session.	30 minutes

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjFirstSeen	This is set to Hotjar identify a new user's first session. It stores a true/false value, indicating whether this was the first time Hotjar saw this user. It is used by Recording filters to identify new user sessions.	30 minutes
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjid	This cookie is involved on the client's first time viewing a page with Hotjar script, and saves the Hotjar user identifier, which is unique to this site and browser, and ensures that, on subsequent visits to the site, behaviour is attributed to the same user identifier.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjIncludedInPageviewSample	Used to inform Hotjar whether the user is involved in the data selection which determines a site's page view limit.	Up to 30min
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjIncludedInSessionSample	This cookie is set to let Hotjar know whether that visitor is included in the data sampling defined by your site's daily session limit.	Up to 30min

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjSession_xxx	A cookie that holds the current session data. This ensures that subsequent requests within the session window will be attributed to the same Hotjar session.	30 minutes
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjSessionUser_xxx	Hotjar cookie that is set when a user first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	1 year
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, mana.citadele.lv, mano.citadele.lt, minu.citadele.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	HotJar	_hjTLDTTest	Used for the website analytics service Hotjar to determine the most generic cookie path without using the page hostname to ensure that the cookies can be used in all subdomains (if possible).	Until session ends
portal.klix.app, klix.app, api.klix.app	Google	AEC	Cookie ensure that requests within a browsing session are made by the user, and not by other sites. These cookies prevent malicious sites from acting on behalf of a user without that user's knowledge.	6 months

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	AID	Used to link user actions on various devices if the user has previously logged in to their Google account with a different device.	13 months in EEA, Switzerland, United Kingdom, 24 months in rest of the world
klix.app, portal.klix.app, api.klix.app	Hubspot	csrf.app	This cookie is set by HubSpot. It is used by HubSpot for anonymous monitoring of statistics, ensuring data security.	13 months
klix.app, portal.klix.app, api.klix.app	Hubspot	hubspotapi	This cookie allows the user to access the app with the correct permissions.	5 min
klix.app, portal.klix.app, api.klix.app	Hubspot	hubspotapi-csrf	Hubspot cookie used for CSRF prevention - preventing third party websites from accessing your data.	1 year
klix.app, portal.klix.app, api.klix.app	Hubspot	hubspotapi-prefs	This is used with the hubspotapi cookie to remember whether the user checked the "remember me" box (controls the expiration of the main cookie's authentication).	1 year
www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	New relic	ajs_anonymous_id	Saves the user's active session identifier.	1 year
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	HotJar	ajs_user_id	Maintains an indication for usage analytics for authorized users. It's used by special experiments (segments).	1 year

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	APISID	A cookie which allows Google to collect user information on videos uploaded to YouTube.	9 months
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, klix.app, api.klix.app, portal.klix.app	Hubspot	hubspotutk	Used to track of a visitor's identity. It is passed to HubSpot on form submission and used when deduplicating contacts. It contains an opaque GUID to represent the current visitor.	13 months
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	Intercom	intercom-session-[app_id]	Contains the identifier of each unique browser session. The user can access their correspondence with the company and the details of the announcements on the site for 1 week, unless the session is intentionally terminated by an "intercom (" shutdown ");", which usually occurs by logging out of the user's profile.	1 week
klix.app, api.klix.app, portal.klix.app	Hubspot	hs_c2l	These cookies are used by our customer relationship management provider to help us improve our website and record customer information in accordance with laws and regulations.	13 months
klix.app, api.klix.app, portal.klix.app	Hubspot	messagesUtk	To store browser details, store performed actions on the website.	180 days

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	NID	Contains a unique identifier used by Google to remember the user's selections and other information, for example, preferred language (eg. English), how many search results a user wants to be shown at once (for example, 10 or 20) and whether a user wants the Google SafeSearch filter to be activated.	6 months
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	product_mainpage_visit_xxx	The cookie contains an indication that the user had customized content of the page.	1 week
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.cblgroup.com, www.cblam.lv, www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee, www.finoterapija.lv, www.pensija.lv	AS "Citadele banka", incl., Estonian and Lithuanian branches, IPAS "CBL Asset Management", SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	product_xxx_visit	Remembers whether a user has visited a specific product page.	1 week
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	SAPISID	A cookie which allows Google to collect user information on videos uploaded to YouTube.	9 months

Detailed information on the cookies used on Citadele's websites

Analytics cookies				
Website name	Service provider	Cookie name	Purpose of cookie	How long cookie is saved for
www.citadele.lv, www.citadele.lt, www.citadele.ee, www.xrewards.lv, www.xrewards.lt, www.xrewards.ee, www.cblgroup.com, www.cblam.lv, developer.citadele.lv, www.finoterapija.lv, www.pensija.lv, portal.klix.app, klix.app, api.klix.app	Google	SSID	A cookie which allows Google to collect user information on videos uploaded to YouTube.	9 months
portal.klix.app, klix.app, api.klix.app	Google	SEARCH_SAMESITE	This cookie is used for the correct sending of data to Google.	5 months
www.citadeleleasing.lv, www.citadeleleasing.lt, www.citadeleleasing.ee	SIA "Citadele Leasing", SIA "Citadele Leasing" Estonian branch, SIA "Citadele Leasing" Lithuanian Branch	traffic_src	Maintains the user's data flow to analyze the user's behavior / inclusion on the website, eg from which link user reached the application form.	1 year