Website Cookie Policy (Global)

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Version: **1.00**	**Process Owner** Information Risk Management	**Reviewed by** Associate Director, IRM	**Approved by** Head IRM

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Content

<u>Cookie Policy</u>

Introduction

Welcome to Firstsource Solutions Limited! This Cookie Policy is designed to provide you with clear and comprehensive information about the use of cookies and similar tracking technologies on our website. We value your privacy and believe in being transparent about how we collect and use your data through cookies.

This policy applies to cookies captured by the website owned or controlled by Firstsource Solutions Limited and its affiliates (collectively referred to in this policy as "we", "us" or "our"). The aim of this policy is to help you understand what cookies we use on our website and why we use them. Please read it carefully before you proceed.

Policy

What is a cookie?

A "cookie" is a small piece of data that a website can send to your browser, which may then be stored on your system. All cookies have expiry dates in them that determine how long they stay in your browser. Cookies can be removed in two ways: automatically, when they expire or by manually deleting them. We've included information below on how you can manage and delete cookies.

Consent

Upon visiting and/or using our website, you will be alerted with cookie banner. By clicking "Accept All cookies" tab available on cookie banner, you agree for capturing cookies and placing them on our websites and associated domains. If you do not want us to capture any non-essential cookies, then you may visit "Cookie Settings" available within cookie banner. Within this setting you can easily click and select which all categories of cookies you want us to capture on our websites and which ones you do not want us to capture. Only when you choose to enable any non-essential cookies, will we collect and capture those non-essential cookies.

Necessary cookies are important for us to capture on our website. These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your

browser to block or alert you about these cookies or click on "Reject non-essential cookies" tab to reject non-essential cookies.

Cookie Banner:

The cookie banner should include:

- "Accept All Cookies"
- "Reject non-essential cookies"
- "Cookie Settings"- This will allow the visitor to customize the cookies they want.

The hyperlink to the cookies setting should be added in the cookie banner.

Further information on cookie banners can be found at the below listed websites:

- [EY US - Home | Building a better working world](#)
- https://www.cookiebot.com/

Types of cookies on our website

We may use following categories of cookies on our website:

- Necessary cookies: These cookies are essential for the operation of our website. These cookies enable website users to navigate through out the website or are very essential for providing basic support and security on website, hence it is not advisable to disable these necessary cookies.

- Session cookies: A session cookie, also known as an in-memory cookie, transient cookie, or non-persistent cookie, exists only in temporary memory while the user navigates the website. Web browsers normally delete session cookies when the user closes the browser. Unlike other cookies, session cookies do not have an expiration date assigned to them, which is how the browser knows to treat them as session cookies.

- Performance cookies: These cookies collect anonymous information on how people use our website. The data stored by these cookies never shows personal details from which your individual identity can be established.

- Functionality cookies: These cookies remember choices you make such as the country you visit our website from, language and search parameters such as size, colour, or product line. These can then be used to provide you with an experience more appropriate to your selections and to make the visits more tailored and pleasant. The information these cookies collect may be anonymized and they cannot track your browsing activity on other websites.

- Marketing: These cookies collect information about your browsing habits to make advertising more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of an advertising campaign. The cookies are usually placed by third party advertising networks. They remember the websites you visit, and that information is shared with other parties such as advertisers.

Some of the cookies we commonly use are listed below. This list is not exhaustive, but it is intended to illustrate the primary purposes for which we typically set cookies.

Category	Cookie provider	Name	Description/Purpose	Duration
Necessary	Hubspot.com	_cf_bm	This cookie is used to distinguish between humans and bots.	1 day
Necessary	Doublclick.net	test_cookie	Use to check if the user's browser supports cookies	1 day
Necessary	Influ2.com	R	Ensures visitors browsing security by preventing cross-site request forgery	1 year
Necessary	firstsource.com	PHPSESSID	Preserves user session state across page requests	Session
Marketing	firstsource.com	_gcl_au	Used by Google AdSense for experimenting with advertisement efficiency across websites using their services	3 months
Marketing	firstsource.com	_fbp	Used by Facebook to deliver a series of advertisement products such as real	3 months

Category	Cookie provider	Name	Description/Purpose	Duration
			time bidding from third party advertisers.	
Marketing	ga.firstsource.com	collect	Collects data on user behaviour and interaction in order to optimize the website and make advertisement on the website more relevant	Session
Statistical	firstsource.com	__hssc	Identifies if the cookie data needs to be updated in the visitor's browser.	1 day
Statistical	firstsource.com	__hstc	Sets a unique ID for the session. This allows the website to obtain data on visitor behaviour for statistical purposes.	180 days
Statistical	linkedin.com	AnalyticsSyncHistory	Used in connection with data-synchronization with third-party analysis service.	30 days
Statistical	twitter.com	AnalyticsSyncHistory	Used in connection with data-synchronization with third-party analysis service.	30 days

How cookies can be disabled

You have the right to choose whether to accept cookies and we explain how you can exercise this right below. However, please note that if you choose to refuse cookies you may not be able to use the full functionality of the website.

You can also disable non-essential cookies by visiting "Cookie Settings" available within cookie banner. Within this setting you can easily click and select which all categories of cookies you want us to capture on our websites and which ones you do not want us to capture. Only when

you choose to enable any non-essential cookies, will we collect and capture those non-essential cookies.

Please note that if you disable the cookies that we use, this may impact your experience while on our website, for example you may not be able to visit certain areas of our website or you may not receive personalized information when you visit our website. If you use different devices to view and access our website (e.g., your computer, Smartphone, tablet etc.) you will need to ensure that each browser on each device is adjusted to suit your cookie preferences. Most internet browsers are initially set up to automatically accept cookies. You can change the settings to block cookies or to alert you when cookies are being sent to your device. There are a number of ways to manage cookies.

You may find further information on how to disable cookies or manage your cookie settings for the commonly used browsers in the following list:
- Click here for Google Chrome
- Click here for Internet Explorer
- Click here for Microsoft Edge
- Click here for Firefox
- Click here for Safari

Changes to our cookie policy

If our Cookie Policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures that you are always aware of what personal information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

How to contact us

If you have any questions about this statement or your personal information, please contact us at DPO@firstsource.com.

Annexure A

Information Classification Details

Classification: Firstsource Restricted
Information Owner (IO): Risk Committee
Information Custodian (IC): IRM Team
Authorization List (AL): All employees, prospective/existing clients
Declassify on: Never

Annexure B

<u>**Changes Since last versions**</u>

Date	Version Number	Changes made
23rd Nov 2023	v1.0	1. First release