

Version dated March 1, 2024

Cookie and other trackers policy

In order to provide you the best user experience, Withings uses technologies such as cookies and other tracking technologies, which process personal data relating to you. Withings is aware that these technologies may raise some questions, especially regarding your privacy. This Policy explains how these technologies work, what Withings uses them for, and how you can manage your preferences.

What are cookies and how do they work ?

A cookie is a small file stored by a server on a user's terminal (computer, mobile phone, etc.) and associated with a web domain (i.e. in most cases related to all pages of a single website). This file is automatically sent back for future contacts with the same domain.

If you have accepted the use of cookies, next time you visit a website your browser will read the cookies stored on your terminal and send back some information, such as, for example, the date of your last visit.

We use cookies to offer you a better user experience. They may, for example, enable us to save your browsing preferences or keep items in your shopping cart for your next visit. Other cookies are used to ensure that the pages you visit are functioning properly.

There are different categories of cookies :

- **Internal cookies:** are developed and used solely by Withings;
- **Third-party cookies:** are defined and stored on your device by our partners who use domains other than Withings;
- **Session cookies:** are temporary and will be deleted once you end your browsing session;
- **Persistent cookies:** remain stored on your device for a set period of time, or until you manually delete them.

To learn more about cookies and how they work, please visit [this website](#)

What other tracking technologies are used ?

We use the term "other trackers" to refer to technologies that are not cookies that we use on our websites and on our mobile application (Withings App) for similar purposes. We therefore refer to "cookies and other trackers" to encompass all the technologies used.

These other trackers are tools that enable us to better understand your use of our services, and in particular our mobile app. By enabling us to track your navigation within the app, these technologies help us to carry out debugging operations, or to simplify the use of the app.

As with cookies, some other trackers we use are developed by our teams to best meet their needs and continue to offer you an optimal experience. We also use cookies developed by trusted partners.

Why do we use these different categories of cookies and other trackers ?

Cookies and other trackers have multiple functionalities, enabling us to achieve different objectives. To simplify your reading, we have grouped them together according to their purpose :

- **Essential cookies and other trackers necessary to operate our websites or app:** They enable us to offer you the functionalities you need to use our websites and applications. They are used to connect you to your Withings account, to send you notifications via the app, or to secure your payments.
These cookies and other trackers are essential to the use of our websites and our app, and cannot be deactivated. We are authorized to use them without your consent. If you do not wish to see these cookies and trackers used, you will unfortunately not be able to use our sites and our application.
- **Analytical cookies and other trackers:** These enable us to collect information about the traffic and performance of our websites and app. For example, we use them to find out the total number of visits, the pages most often consulted, and your path through a site or our application.
By accepting this category of cookies and other tracers, you enable us to better understand your use of our sites and applications, to improve their ergonomics, and also to resolve potential bugs.
By refusing the use of these cookies and other trackers, your use of our sites and applications will not be analyzed by our services.
- **Social media cookies and other trackers:** These are used by our Social Team to enable them to track the use of integrated social network functionalities. For example, we use them to enable you to share pages from our websites on social networks accessible on our websites or app, or to watch YouTube videos on our websites.
By accepting this category of cookies and other trackers, you can more easily use the functionalities offered by the social networks and make your navigation between our websites and social networks more fluid.
If you refuse the use of these cookies and other trackers, you will not be able to view certain video content on our websites or share it on social networks.
- **Marketing cookies and other trackers:** These identify the browser and device you use to browse the Internet. They can be used to provide anonymous demographic data, profile your interests and offer you relevant advertising based on these interests. They may be placed on our website by our services or by our advertising partners.
By accepting this category of cookies and other trackers, you will be able to benefit from advertisements better adapted to your profile on our websites, and you authorize us to share this information with advertising partners.
By refusing the use of these cookies and other trackers, you will continue to receive advertisements on our websites, but the content will not always be relevant to you.

How can you manage your cookies and other trackers preferences ?

You can customize your preferences for cookies and other trackers at any time. Apart from essential cookies and other trackers that you cannot refuse, you can choose which categories of cookies you wish to enable or disable.

By visiting a Withings website.

- **On your first visit.**

The cookies and other trackers management banner should appear automatically when you visit a

Withings website. This banner gives you information about our use of cookies and other trackers, and allows you to manage your preferences as follows:

- By clicking on **"Accept all and close"**, you consent to the use of all cookies and other trackers.
- By clicking on **"View details"**, a list of the different categories shown above appears. You can select the categories for which you give your consent by clicking on the associated checkbox. Only these cookies and other trackers will then be used.
- By clicking on **"Continue without accepting"**, you will continue your browsing experience with only the cookies and other trackers that are essential.

If you close the cookie management banner without expressing your choice, only essential cookies and trackers will be activated; all others will be deactivated by default.

- **On your next visits.**

Each Withings website allows you to modify your choices regarding cookies and trackers at any time. To do this, click on the "Cookies setting" / "Cookies management" icon at the bottom of the webpage. The cookies and other trackers management banner will appear, allowing you to modify your preferences as described above.

Setting up your web browser

You can review the options available for cookie management from your browser, such as basic functionality, website enhancement, personalization and advertising. Depending on your browser, there are different ways of disabling cookies, but in general this can be found under Tools or Options. You can also consult your browser's Help menu. In addition to managing cookies, browsers allow you to control similar tools, such as "flash" cookies, by activating the browser's privacy mode. Withings uses third-party advertising to promote its products both on withings.com and elsewhere on the web. You can opt out of certain targeting cookies on the site of the third parties to which they belong. For more information on cookies, please refer to our list of cookies. Please note that disabling all cookies may affect your browsing experience on Withings websites.

Contact

If you have any questions or complaints about Withings' management of cookies and other trackers, you can contact us by sending an e-mail to privacy@withings.com or by mail to the following address: Withings SAS DPO

2 rue Maurice Hartmann

92130 Issy-les-Moulineaux, France.

For further information about Withings' handling of your personal data, please refer to our [Privacy Policy](#)

List of cookies and other trackers

Here is the list of cookies and other trackers used on websites and the app managed by Withings. It is updated regularly.

Withings.com <http://withings.com/>

Name	Company	Objective	Storage duration	Category of cookie
_ga	Google Analytics	Perform analytics	1 year	Third-party / Persistent

| _fbp | Facebook | Track visits | 3 months | Third-party / Persistent
 | _gcl_au | Google | Track conversion | 3 months | Third-party / Persistent
 | _pin_unauth | Pinterest | Track visits | 1 year | Third-party / Persistent
 | _scid | Snapchat | Track visits | 13 months | Third-party / Persistent
 | _scid_r | Snapchat | Track visits | 13 months | Third-party / Persistent
 | _tt_enable_cookie | Tiktok | Track visits | 13 months | Third-party / Persistent
 | _ttp | Tiktok | Track visits | 13 months | Third-party / Persistent
 | _uetid | Bing | Track visits | 1 day | Third-party / Persistent
 | _uetvid | Bing | Track visits | 13 months | Third-party / Persistent
 | cartcount-store_eu | Withings | Perform analytics | Session duration | Internal / Session
 | cookieconsent_advertising | Withings | Cookies management | 3 months | Internal / Persistent
 | cookieconsent_social | Withings | Cookies management | 3 months | Internal / Persistent
 | cookieconsent_statistics | Withings | Cookies management | 3 months | Internal / Persistent
 | cto_bundle | Criteo | Provide web features | 13 months | Third-party / Persistent
 | pageviewCount | Withings | Perform analytics | Session duration | Internal / Persistent
 | receive-cookie-deprecation | Adform | Perform analytics | 2 months | Third-party / Persistent
 | receive-cookie-deprecation | Criteo | Perform analytics | 13 months | Third-party / Persistent
 | rl_anonymous_id | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_group_id | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_group_trait | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_page_init_referrer | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_page_init_referring_domain | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_session | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_trait | Withings | Perform analytics | 1 year | Internal / Persistent
 | rl_user_id | Withings | Perform analytics | 1 year | Internal / Persistent
 | wi_sessionprod | Withings | Track session | 1 month | Internal / Persistent
 | withings_cookieconsent_dismissed | Withings | Cookies management | 2 mois | Internal / Persistent

Withings Health Solutions <http://withingshealthsolutions.com/>

| Name | Company | Objective | Storage duration | Category of cookie |
 | ----- | ----- |
 | _ga_PNPB2TXVNT | Google Analytics | Perform analytics | 1 year | Third-party / Persistent
 | _gcl_au | Google Analytics | Perform analytics | 3 months | Third-party / Persistent
 | cookielawinfo-checkbox-analytics | Withings | Cookie consent | 1 year | Internal / Persistent
 | viewed_cookie_policy | Withings | Cookie consent | 1 year | Internal / Persistent
 | cookielawinfo-checkbox-others | Withings | Cookie consent | 1 year | Internal / Persistent
 | CookieLawInfoConsent | Withings | Cookie consent | 1 year | Internal / Persistent
 | cookielawinfo-checkbox-necessary | Withings | Cookie consent | 1 year | Internal / Persistent
 | _ga | Google Analytics | Perform analytics | 1 year | Third-party / Persistent
 | euconsent | Withings | Cookie consent | 1 year | Internal / Persistent
 | cookielawinfo-checkbox-functional | Withings | Cookie consent | 1 year | Internal / Persistent
 | __cf_bm | Cloudflare Bot Management | Perform analytics | 1 day | Third-party / Persistent
 | cli_user_preference | Withings | Cookie consent | 1 year | Internal / Persistent
 | cookielawinfo-checkbox-advertisement | Withings | Cookie consent | 1 year | Internal / Persistent
 | cookie law info-checkbox-performance | Withings | Cookie consent | 1 year | Internal / Persistent
 | _mkto_trk | Marketo | Perform analytics | 1 month | Third-party / Persistent

Withings Developer <http://developer.withings.com/>

Name	Company	Objective	Storage duration	Category of cookie
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_ga_L4292TNEN4	Google Analytics	Perform analytics	1 year	Third-party / Persistent
cookieconsent_social	Withings	Cookies management	1 week	Internal / Persistent
_ga	Google Analytics	Perform analytics	1 year	Third-party / Persistent
cookieconsent_statistics	Withings	Cookies management	1 week	Internal / Persistent
withings_cookieconsent_dismissed	Withings	Cookies management	1 week	Internal / Persistent

Withings Account <http://account.withings.com/> et **Withings App** <http://app.withings.com/> et **Withings Developer Dashboard** <https://developer.withings.com/dashboard/>

Name	Company	Objective	Storage duration	Category of cookie
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gat	Google Analytics	Perform analytics	1 year	Third-party / Persistent
2fa_token***	Withings	Session management	6 months	Internal / Persistent
session_key	Withings	Session management	1 week	Internal / Persistent
email	Withings	Session management	6 months	Internal / Persistent
withings_cookieconsent_dismissed	Withings	Cookies management	1 week	Internal / Persistent
_gid	Google Analytics	Perform analytics	1 day	Third-party / Persistent
_ga	Google Analytics	Perform analytics	1 year	Third-party / Persistent
cookieconsent_statistics	Withings	Cookies management	1 week	Internal / Persistent
cookieconsent_social	Withings	Cookies management	1 week	Internal / Persistent
cookieconsent_advertising	Withings	Cookies management	1 week	Internal / Persistent
session_is_verified	Withings	Cookies management	1 week	Internal / Persistent

Withings Remote Patient Monitoring <https://care.withings.com/> et <https://care.us.withingsmed.com>

Tous les cookies utilisés pour Withings Account sont utilisés pour Withings RPM.

Nom	Émetteur	Objectif	Durée de conversion	Catégorie
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rl_anonymous_id	Withings	Perform analytics	1 year	Internal / Persistent
rl_group_id	Withings	Perform analytics	1 year	Internal / Persistent
rl_group_trait	Withings	Perform analytics	1 year	Internal / Persistent
rl_page_init_referrer	Withings	Perform analytics	1 year	Internal / Persistent
rl_page_init_referring_domain	Withings	Perform analytics	1 year	Internal / Persistent
rl_session	Withings	Perform analytics	1 year	Internal / Persistent
rl_trait	Withings	Perform analytics	1 year	Internal / Persistent
rl_user_id	Withings	Perform analytics	1 year	Internal / Persistent