

Cookie Policy

This Cookie Policy sets out the basis on which we, Genpact, use cookies and similar technologies on or in relation to our website, www.genpact.com. This Cookie Policy is effective from 25 May 2018.

What are Cookies and Other Tracking Technologies?

Cookies are small text files which a website may put on your computer or mobile device when you visit a site or page. The other tracking technologies work similarly to cookies and place small data files on your devices or monitor your website activity to enable us to collect information about how you use our sites. This allows our sites to recognize your device from those of other users of the sites. Genpact may use this data to analyse trends and statistics and to provide better customer service.

How do our sites use Cookies and Other Tracking Technologies?

Genpact uses cookies and other tracking technologies across its websites to improve their performance and enhance your user experience. At times we may seek to place a cookie on your device (for instance, your computer's hard drive) which allows the server to recognise the device when it visits again, in order to track statistical information about navigation to and throughout certain areas of our website, and to Genpact promotions on other websites. The information that is tracked by such a cookie is used only for internal purposes, such as to improve website navigation and to measure the effectiveness of our promotional placements. For example, we keep track of the domains from which people visit and we also measure visitor activity on the website, but in a manner that would keep the information anonymous.

To administer our sites and for research purposes, Genpact also has contracted with third-party service providers to track and analyse statistical usage and volume information from our website users. These third-party service providers use persistent cookies to help us to improve the user experience, manage our site content, and analyse how users navigate and utilize the websites.

Generally, cookies on our websites are in the following categories:

Category and Description	Details of Cookies Used								
Strictly Necessary cookies These cookies are essential in order to enable you to move around the site and use its features, such as accessing secure areas of the site. Without these cookies, services you have asked for cannot be provided.	<table><tr><td>CraftSessionId</td><td>This cookie name is associated with the Craft web content management system, where it functions as an anonymous session identifier.</td></tr><tr><td>CRAFT_CSRF_TOKEN</td><td>This cookie is used by Cloudflare to identify trusted web traffic.</td></tr><tr><td>_dc_gtm_UA-2290268-1</td><td>This cookie is associated with sites using Google Tag Manager to load other scripts and code into a page. Where it is used it may be regarded as Strictly Necessary as without it, other scripts may not function correctly. The end of the name is a unique number which is also an identifier for an associated Google Analytics account.</td></tr><tr><td>OptanonConsent</td><td>This cookie is set by the cookie compliance solution from OneTrust. It stores information about the categories of cookies the site uses and whether visitors have given or withdrawn consent for the use of each category. This enables site owners to prevent cookies in each category from being set in the user's browser, when consent is not given. The cookie has a normal</td></tr></table>	CraftSessionId	This cookie name is associated with the Craft web content management system, where it functions as an anonymous session identifier.	CRAFT_CSRF_TOKEN	This cookie is used by Cloudflare to identify trusted web traffic.	_dc_gtm_UA-2290268-1	This cookie is associated with sites using Google Tag Manager to load other scripts and code into a page. Where it is used it may be regarded as Strictly Necessary as without it, other scripts may not function correctly. The end of the name is a unique number which is also an identifier for an associated Google Analytics account.	OptanonConsent	This cookie is set by the cookie compliance solution from OneTrust. It stores information about the categories of cookies the site uses and whether visitors have given or withdrawn consent for the use of each category. This enables site owners to prevent cookies in each category from being set in the user's browser, when consent is not given. The cookie has a normal
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	<p>lifespan of one year, so that returning visitors to the site will have their preferences remembered. It contains no information that can identify the site visitor.</p> <p>Third Party</p> <p>__utma This domain is used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.</p> <p>__cfduid This domain is owned by OneTrust, a privacy management software which helps organizations achieve compliance with global regulations.</p>
<p>Performance cookies These cookies collect information about your visit and use of this website, for instance which pages you visit the most often, and if you get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is anonymous and is only used to improve how this website works.</p>	<p>Cookie set by the Optimizely website optimization platform. Used to store the page variants assigned to a user for A/B performance testing, to ensure the user gets a consistent experience</p> <p>optimizelyBuckets</p> <p>This cookie is associated with an email marketing service provided by Marketo. This tracking cookie allows a website to link visitor behavior to the recipient of an email marketing campaign, to measure campaign effectiveness.</p> <p>_mkto_trk</p> <p>Cookie set by the Optimizely website optimization platform. Records user activity.</p> <p>optimizelyPendingLogEvents</p> <p>This cookie is set by the Optimizely website optimization platform. It holds audience segmentation information for a visitor.</p> <p>optimizelySegments</p> <p>This cookie name is associated with Google Universal Analytics - which is a significant update to Google's more commonly used analytics service. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports. By default it is set to expire after 2 years, although this is customizable by website owners.</p> <p>_ga</p> <p>This cookie name is associated with Google Universal Analytics. This appears to be a new cookie and as of Spring 2017 no information is available from Google. It appears to store and update a unique value for each page visited.</p> <p>_gid</p>

		Cookie set by the Optimizely website optimization platform. This cookie is a unique user identifier
<p>Functionality cookies</p> <p>These cookies allow a site to remember choices you make (such as your user name, language or the region you are in) and provide more enhanced, personal features.</p> <p>These cookies cannot track your browsing activity on other websites. They don't gather any information about you that could be used for advertising or remembering where you've been on the Internet outside our site.</p>	<p>optimizelyEndUserId</p> <p>__distillery</p> <p>firsttime</p>	<p>This cookie may be set by the website itself, or by Wistia, to support video functionality that may be found throughout the website. In addition to keeping track of the website visitor's position in a video should playback be interrupted, this cookie also notes user behavior regarding the video itself.</p> <p>This cookie records whether an end user has visited the website for the first time. If so, the website will provide information regarding its cookie policy.</p>
<p>Targeting cookies</p> <p>These cookies are used to (1) deliver advertisements more relevant to you and your interests; (2) limit the number of times you see an advertisement; (3) help</p>	<p>First Party</p> <p>_gcl_au</p> <p>Third Party</p> <p>SID</p>	<p>Used by Google AdSense for experimenting with advertisement efficiency across websites using their services</p> <p>YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising to web visitors across a broad range of their own and other websites. This cookie is used by</p>

<p>measure the effectiveness of the advertising campaign; and (4) understand people's behavior after they view an advertisement. They are usually placed on behalf of advertising networks with the site operator's permission. They remember that you have visited a site and quite often they will be linked to site functionality provided by the other organization.</p>	<p>HSID</p> <p>lidc</p> <p>auth_token</p> <p>APISID</p> <p>SSID</p>	<p>Google in combination with HSID to verify a Google user account and most recent login time.</p> <p>YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising to web visitors across a broad range of their own and other websites. Used by Google in combination with SID to verify Google user account and most recent login time</p> <p>This domain is owned by LinkedIn, the business networking platform. It typically acts as a third-party host where website owners have placed one of its content sharing buttons in their pages, although its content and services can be embedded in other ways. Although such buttons add functionality to the website they are on, cookies are set regardless of whether or not the visitor has an active LinkedIn profile, or agreed to their terms and conditions. For this reason, it is classified as a primarily tracking/targeting domain.</p> <p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting. Twitter does not currently provide information on the use of specific cookies.</p> <p>This domain is owned by Google Inc. Although Google is primarily known as a search engine, the company provides a diverse range of products and services. Its main source of revenue however is advertising. Google tracks users extensively both through its own products and sites, and the numerous technologies embedded into many millions of websites around the world. It uses the data gathered from most of these services to profile the interests of web users and sell advertising space to organizations based on such interest profiles as well as aligning adverts to the content on the pages where its customer's adverts appear.</p> <p>This domain is owned by Google Inc. Although Google is primarily known as a search engine, the company provides a diverse range of products and services. Its main source of revenue however is advertising. Google tracks users extensively both through its own products</p>
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		to web visitors across a broad range of their own and other websites.
	bito	<p>This domain appears to be registered privately in the US. The purpose of its cookies is unclear. In the absence of further information, they are classified in the most intrusive category.</p> <p>This domain is owned by LinkedIn, the business networking platform. It typically acts as a third-party host where website owners have placed one of its content sharing buttons in their pages, although its content and services can be embedded in other ways. Although such buttons add functionality to the website they are on, cookies are set regardless of whether or not the visitor has an active LinkedIn profile or agreed to their terms and conditions. For this reason, it is classified as a primarily tracking/targeting domain.</p>
	__utmv	
	twll	<p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting. Twitter does not currently provide information on the use of specific cookies.</p> <p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting. Twitter does not currently provide information on the use of specific cookies.</p>
	secure_session	
	wistia-http2-push-disabled	<p>This host is for embedded Wisita videos. These videos can include targeting cookies.</p> <p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting. Twitter does not currently provide information on the use of specific cookies.</p>
	guest_id	<p>YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising</p>
	SSID	

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	__utma	This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting.
	uuid2	This domain is owned by AppNexus Inc. The company provides a range of online advertising technology and services.
	IDE	This domain is owned by Doubleclick (Google). The main business activity is: Doubleclick is Googles real time bidding advertising exchange YouTube is a Google owned platform for hosting and sharing videos. YouTube collects user data through videos embedded in websites, which is aggregated with profile data from other Google services in order to display targeted advertising to web visitors across a broad range of their own and other websites.
	LOGIN_INFO	
	personalization_id	This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting.
		This domain is owned by Google Inc. Although Google is primarily known as a search engine, the company provides a diverse range of products and services. Its main source of revenue however is advertising. Google tracks users extensively both through its own products and sites, and the numerous technologies embedded into many millions of websites around the world. It uses the data gathered from most of these services to profile the interests of web users and sell advertising space to organizations based on such interest profiles as well as aligning adverts to the content on the pages where its customer's adverts appear. This cookie is used by Google in combination with HSID to verify a Google user account and most recent login time.
	SID	

	<p>checkForPermission</p> <p>lang</p> <p>SAPISID</p> <p>remember_checked</p> <p>tuuid</p> <p>remember_checked_on</p> <p>id</p> <p>wistia-http2-push-disabled</p>	<p>This domain appears to be registered privately in the US. The purpose of its cookies is unclear. In the absence of further information, they are classified in the most intrusive category.</p> <p>This domain is owned by LinkedIn, the business networking platform. This sub-domain is connected with LinkedIn's marketing services that enable website owners to gain insight into types of users on their site based on LinkedIn profile data, to improve targeting.</p> <p>This domain is owned by Google Inc. Although Google is primarily known as a search engine, the company provides a diverse range of products and services. Its main source of revenue however is advertising. Google tracks users extensively both through its own products and sites, and the numerous technologies embedded into many millions of websites around the world. It uses the data gathered from most of these services to profile the interests of web users and sell advertising space to organizations based on such interest profiles as well as aligning adverts to the content on the pages where its customer's adverts appear.</p> <p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting. Twitter does not currently provide information on the use of specific cookies.</p> <p>This domain is owned by USA based company Demandbase, which provides technology for B2B marketing.</p> <p>This domain is owned by Twitter. The main business activity is: Social Networking Services. Where twitter acts as a third-party host, it collects data through a range of plug-ins and integrations, that is primarily used for tracking and targeting.</p> <p>This domain is owned by Doubleclick (Google). The main business activity is: Doubleclick is Googles real time bidding advertising exchange</p> <p>This host is for embedded Wisita videos. These videos can include targeting cookies.</p>
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	SAPISID	
	lang	<p>This domain is owned by LinkedIn, the business networking platform. This sub-domain is connected with LinkedIn's marketing services that enable website owners to gain insight into types of users on their site based on LinkedIn profile data, to improve targeting.</p>
	tuuid_lu	<p>This domain is owned by USA based company Demandbase, which provides technology for B2B marketing.</p>

We maintain the highest levels of confidentiality for this information. This anonymous information is used and analysed only at an aggregate level to help us understand trends and patterns. If you do not want your transaction details used in this manner, you can either disable your cookies or opt-out by visiting our cookie consent manager on the website. However, if you prefer not to accept cookies, you can set your browser to reject them or to alert you before one is placed.

If you have any questions, please contact us using the e-mail address in the Contact section below.

How to enable and disable cookies using your browser:

There are a number of different ways in which you can accept or reject some or all cookies. Some of the main methods of doing so are described below.

You are welcome to block the use of some or all of the cookies we use on our website. However, please be aware that doing so may impair our website and its functionality or may even render some or all of it unusable.

You should also be aware that clearing all cookies from your browser will also delete any cookies that are storing your preferences, for example, whether you have accepted cookies on a website or any cookies that are blocking other cookies.

Google Chrome

- On your computer, open Chrome.
- At the top right, click More  > Settings.
- At the bottom, click Advanced.
- Under "Privacy and security," click Site settings.
- Click Cookies.
- From here, you can:
 - Turn on cookies: Next to "Blocked," turn on the switch.
 - Turn off cookies: Turn off Allow sites to save and read cookie data.
- For more information, refer to the following page:

<https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en>

Microsoft Internet Explorer 8.0 and above

- In Internet Explorer, select the Tools button, and then select Internet options.
- Select the Privacy tab, and under Settings, select Advanced and choose whether you want to accept, block, or be prompted for first-party and third-party cookies.
- Note there are various levels of cookie enablement and disablement in Explorer. For more information on other cookie settings offered in Internet Explorer, refer to the following page from Microsoft:

<https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Mozilla Firefox

- Click the menu button  and select Content Blocking. The Privacy & Security panel of Firefox Options will open. This is where you can view your settings for Content Blocking, which includes cookies. Note there are various levels of cookie enablement and disablement in Firefox.
- For more information, refer to the following page from Mozilla:

https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences#w_how-do-i-view-or-change-my-cookie-settings

Safari on OSX

- Click on 'Safari' at the menu bar and select the 'Preferences' option
- Click on 'Privacy' tab
- On the Privacy Preferences tab, you will see the "Cookies and website data:" choices.
- Choose your preferred Cookies setting
- Note there are various levels of cookie enablement and disablement in Safari. For more information on other cookie settings offered in Safari, refer to the following page:

<https://www.whatismybrowser.com/guides/how-to-enable-cookies/safari>

Microsoft Edge

- Open the Microsoft Edge.
- Click on the 'More actions' button on the toolbar and select 'Settings.'
- Search for 'View advanced settings' and click on it
- Under 'Cookies' section, select to either 'Don't block cookies' (default), 'Block only third-party cookies.'
- Restart Edge

All other browsers

Please look for a "help" function in the browser or contact the browser provider.

Phishing attacks

We would like to caution our visitors about phishing attacks, wherein unscrupulous third parties seek to extract sensitive and confidential information from you by posing as a genuine website or by a sending an email misrepresenting it to be from a genuine source. Please be aware that we never seek sensitive or confidential information such as regarding your financial or health record through emails or through our websites. If you receive such a message claiming to be from Genpact, then please do not reply to it and immediately bring it to our attention by contacting us using the e-mail address in the Contact section below.

AntiSpam policy

Genpact recognizes the receipt, transmission or distribution of spam emails (unsolicited bulk emails) as a major concern and has taken reasonable measures, to minimize the transmission and effect of spam emails in its computing environment. All emails received by Genpact are subject to spam check. With this measure, along with other technical spam reduction measures, Genpact hopes to minimize the effect of spam emails. Genpact reserves the right to reject and / or report any suspicious spam emails, to the authorities concerned, for necessary action, from time to time.

Compliance with Privacy laws

Genpact strives to comply with all applicable laws around the globe that are designed to protect your privacy and Personal Information, no matter where that Personal Information is collected, transferred, or retained. Although legal requirements may vary from country to country, Genpact intends to adhere to the principles set forth in this Cookie Policy and our [Website Privacy Policy](#) even if Personal Information is transferred from your country to other countries that may not require an "adequate" level of protection for your Personal Information.

Changes to our Cookie Policy

This policy was last updated in September 2019 and we will notify you of changes we may make to this cookie policy where required, however we would recommend that you look back at this notice from time to time to check for any updates.

Contact

Genpact is the controller of data for the purposes of GDPR.

If you have any concerns as to how your data is processed you can contact our Data Protection Officer by writing to DPO.Genpact@genpact.com.