

Cookie Policy

MYKBF

Last updated: [21/04/2026]

This Cookie policy (hereinafter, the “Cookie Policy”) describes the different types of cookies that the **/Data Controller**, identified as

The King Baudouin Foundation (the “KBF”), with its registered office at 1000 Brussels (Belgium), Rue Brederode 21, registered with the Crossroads Bank for Enterprises under the VAT number BE 0418.762.010.

uses on its general and informative website (<https://www.kbs-frb.be>, hereafter: the “**General Website**”) the “MyKBF” Platform.

We maintain a strict Privacy Policy and we are committed to being transparent about the technologies that are used on the Sites.

Insofar as the information collected using cookies constitutes personal data, the provisions of the Privacy Policy shall apply and supplement this Cookie Policy.

What is a cookie?

A cookie is a small piece of data (text file) that a website – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information.

Those cookies are set **by us** and called **first-party** cookies.

We also use **third-party** cookies, which are cookies from a domain different than the domain of the Site you are visiting, for our advertising and marketing efforts, i.e.

What cookies are used on our Site and why?

We use different types of cookies and similar technologies for different reasons. This helps us to provide you with a better user experience when you visit our Site and also allows us to optimize our Site. Without your prior consent, we only place the cookies **strictly necessary** for our Site to work properly. For all other cookies, we ask your permission first. If you don’t consent, you will still be able to view our Sites, but some interactions may not work normally.

The cookie list below gives you an overview of the cookies that our Site uses.

1. Strictly necessary cookies

These cookies are essential for the proper operation of the website 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. No consent is required for these cookies, but users must be informed that they are placed.

Within this category, we distinguish between¹:

- **Cookies necessary for the transmission of communications (technical cookies):**
Cookies that are essential to ensure the proper transmission of data over an electronic communications network (e.g. routing information, ensuring data is delivered in the correct order, or detecting transmission errors).
- **Cookies strictly necessary to provide a service explicitly requested by the user (functional preferences cookies):**
Cookies required to deliver a service actively requested by the user, without which the service cannot function properly (e.g. authentication, shopping cart, form input retention, security or language preferences). No consent is required when it is a service requested by the user.

You can configure your browser to block or alert you about these cookies, but doing so may affect certain parts of the website.

1.1 Technical cookies

Name of cookie	Purpose	Cookie s used	Expiration time/Lifespan
__Secure-has-sid	Detects a user's login state on the client side. Set during login to Aura or LWR Experience. Never set this cookie to HttpOnly.	First-party	Session
_ga	A third-party cookie used if the site admin chooses to track site users with a Google Analytics tracking ID.	Third-party	2 Years
{UserId}_spring_KmM1AnyoneDraftArticlesList	Used to configure layout properties for the Draft Articles view in Article Management.	First-party	1 Day
{UserId}_spring_KmM1ArchivedArticlesList	Used to configure layout properties for 'Archived Articles' in Article Management.	First-party	1 Day
{UserId}_spring_KmM1MyDraftArticlesList	Used to configure layout properties for 'Draft Articles' assigned to 'Me' in Article Management.	First-party	1 Day
{UserId}_spring_KmM1MyDraftTranslationsList	Used to configure layout properties for 'Draft Translations' in Article Management.	First-party	1 Day

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{UserId}_spring_KmM1PublishedArticlesList	Used to configure layout properties for 'Published Articles' in Article Management.	First-party	1 Day
{UserId}_spring_KmM1PublishedTranslationsList	Used to configure layout properties for 'Published Translations' in Article Management.	First-party	1 Day
<namespace>_sid	Identifies a Live Agent session. Stores a unique pseudonymous ID for a specific browser session over chat service.	First-party	Session
52609e00b7ee307e	Browser Fingerprint cookie. Used to detect session security problems.	First-party	Session
79eb100099b9a8bf	Browser Fingerprint trigger cookie. Used to detect session security problems.	First-party	Session
apex__EmailAddress	Caches contact IDs associated with email addresses.	First-party	1 Year
BAYEAX_BROWSER	Identify a unique browser subscribed to CometD streaming channels.	First-party	Expired on Creation
BrowserId	Used for security protections on Salesforce domains.	First-party	1 Year
clientSrc	Used for security protections.	First-party	Session
communityId	Cookie set to tie the ideas to a specific Experience Cloud site.	First-party	Session
CookieConsent	Used to apply end-user cookie consent preferences.	First-party	1 Year
CookieConsentPolicy	Used to apply end-user cookie consent preferences set by client-side utility.	First-party	1 Year
cookieSettingVerified	Used to create a popup message telling users that cookies are required.	First-party	Session

cordovaVersion	Used for internal diagnostics with mobile applications.	First-party	Session
csssid	Used to establish a request context in the correct tenant org.	First-party	Session
csssid_Client	Enables user switching.	First-party	Session
devOverrideCsrfToken	CSRF Token.	First-party	Session
dialpadShown	Used in essential Open CTI functionality to determine the dial pad focus.	First-party	Session
disco	Tracks the last user login and active session for bypassing login.	First-party	Session
FedAuth	For the SharePoint connector, used to authenticate to the top-level site in SharePoint.	First-party	Session
force-proxy-stream	Ensures that client requests hit the same proxy hosts and retrieve content from cache.	First-party	3 Hours
force-stream	Used to redirect server requests for sticky sessions.	First-party	180 Minutes
gTalkCollapsed	Controls whether the sidebar in Salesforce Classic is open or not.	First-party	1 Year
idccsrf	Tracks CrossSiteRequestForgery validation for certain SSO flows.	First-party	Session
inst	Used to redirect requests to an instance when bookmarks and hardcoded URLs send requests to a different instance.	First-party	Session
language	Identifies the language for custom components, surveys, and flows.	First-party	Session
lastActivePage	Used in essential Open CTI functionality.	First-party	Session

lastCallObjectId	Used in essential Open CTI functionality.	First-party	Session
lastlist	Used to store the cookie name for the last list URL.	First-party	Session
liveagent_sid	Identifies a Live Agent session.	First-party	Session
lloopch_loid	Determines whether to send the user to a specific portal login or an app login.	First-party	1 Year
oid	Stores the last logged in org for redirecting requests.	First-party	1 Year
pctrk	Used to count unique page views by unauthenticated (guest) users.	First-party	1 Year
PicassoLanguage	Used to store a user's language selection for Experience Builder site.	First-party	Session
promptTestMod	Stores whether test mode is in effect.	First-party	30 Days
renderCtx	Used to store site parameters in the session for reuse across requests.	First-party	Session
RRetURL	Used with 'Log in As' to restore the original state.	First-party	Session
RRetURL2	The return URL to redirect to when logging out of a session.	First-party	Session
RSID	Session ID and login-as session ID.	First-party	Session
rsid2	Stores the encrypted original session ID when switching to a site.	First-party	Session
sfdc_lv2	Stores identity confirmation details for Experience Cloud users.	First-party	1 Year
sfdc-stream	Used to maintain a sticky (persistent) session on the salesforce.com domain.	First-party	3 Hours
sid	SessionID.	First-party	Session

sid_Client	Used to detect and prevent session tampering.	First-party	Session
sidebarPinned	Controls the state of the Salesforce Classic sidebar.	First-party	10 Years
sitePreview	Stores the authentication code for previewing the site.	First-party	Session
ssostartpage	Identifies the Identity Provider (IdP) location for SSO.	First-party	1 Year
SUCSP	Used when the administrator is assuming a Customer Success Portal (CSP) user identity.	First-party	Session
SUPRM	Used when the administrator is assuming a Partner Relationship Management (PRM) portal user identity.	First-party	Session
useStandbyUrl	Controls how quickly to set the standby URL when loading the softphone.	First-party	Not Set

1.2 Functional preferences cookies

Name of cookie	Purpose	Cookie s used	Expiration time/Lifespan
{UserId}_KMPage	In Salesforce Classic, used to read the last user selection for 'Find in View', 'Article Language', {DataCategory}, and 'Validation Status' in Article Management.	First-party	1 Day
{UserId}_KnowledgePageDispatcher	Used to remember the user selection to determine whether to show 'Articles' or 'My Drafts' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilter{DataCategory}	Used to remember the last user selection for the data category filter in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterArticleArticleType	Used to remember the last user selection for the article type filter for 'Articles' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterArticlePublishStatus	Used to remember the last user selection for the publish status filter for 'Articles' view in Knowledge.	First-party	Session

{UserId}_KnowledgePageFilterArticleValidationStatus	Used to remember the last user selection for the validation status filter for 'Articles' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterLanguage	Used to remember the last user selection for the language filter in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterMyDraftArticleType	Used to remember the last user selection for the article type filter for 'My Drafts' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterMyDraftPublishStatus	Used to remember the last user selection for publish status filter for 'My Drafts' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageFilterMyDraftValidationStatus	Used to remember the last user selection for the validation status filter for 'My Drafts' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageSortFieldArticle	Used to remember the last user selection for 'Sort by' for the 'Articles' view in Knowledge.	First-party	Session
{UserId}_KnowledgePageSortFieldMyDraft	Used to remember the last user selection for 'Sort by' for 'My Drafts' view in Knowledge.	First-party	Session
activeView	Used to remember the last user selection for 'Articles' or 'Translations' tab in Article Management.	First-party	Session
AgentConsoleFE	Used to remember the page style of the Agent Console.	First-party	Session
AgentConsoleS	Used to remember the page style of the Agent Console.	First-party	Session
AgentConsoleY	Used to remember the page style of the Agent Console.	First-party	Session
AgentConsoleX	Used to remember the page style of the Agent Console.	First-party	Session
autocomplete	Determines if the login page remembers the user's username.	First-party	60 Days
caPanelState	Saves the open, closed, and height percent states of the calendar panel.	First-party	Session
hideDevelopmentTools	Used to determine whether to show the developer tools.	First-party	Session
hideFilesWarningModal	Stores the user acknowledgment that a public link to a Salesforce file is on email send.	First-party	50 Years
hideIdentityDialog	Hides the dialog box that informs that the current user is logged out when switching to another user.	First-party	1 Year
ideaToggle	Show the 'Ideas' list view or the 'Feed' list view.	First-party	Session
iotcontextsplashdisable	For the IoT product, stores user preference of whether to show Context Splash popup.	First-party	10 Years

login	If the user's session has expired, used to fetch the username and populate it on the main login page.	First-party	60 Days
logouturl	Stores the last logged in org for redirecting requests.	First-party	Session
pc-unit	Sets a preference for displaying platform cache units to either MB or KB.	First-party	1 Year
PicassoViewMode	Stores a user's view mode selection for Experience Builder site.	First-party	Session
PreferredLanguage<18-char SiteID>	Used to store the user language preference for language detection and localized user experience in LWR sites.	First-party	1 Year
redirectionWarning	Enables the customer to store URLs that are exempt from setting a redirect warning interstitial page on an allowlist.	First-party	1 Year
rememberUn	Track the Remember Me checkbox that the user selected to enable login hint.	First-party	60 Days
showNewBuilderWarningMessage	Used to show or hide a warning message for the new dashboard builder.	First-party	100 Years
waveUserPrefFinderLeftNav	Preference for left navigation UI in CRM Analytics.	First-party	100 Years
waveUserPrefFinderListView	Preference for displaying list views in CRM Analytics.	First-party	100 Years
WelcomePanel	Stores Experience Cloud preferences.	First-party	1 Day

2. Performance cookies (statistics and analytics)

These cookies help us understand how visitors interact with our website by collecting information about the number of visits and traffic sources. This enables us to measure and improve the performance of our site. They also allow us to identify which pages are the most and least popular and to observe how users navigate through the site. The information collected is aggregated and therefore anonymised. If you choose not to allow these cookies, we will not be able to track your visit or monitor site performance.

Name of cookie	Purpose	Cookies used	Expiration time/Lifespan
<userId>expid_[site prefix]	Used to render pages based on specified brand.	First-party	30 Days
alohaEpt	Used to calculate the ExperiencePageTime on Salesforce Classic pages.	First-party	90 Seconds
auraBrokenDefGraph	Used to track when a Lightning page has malformed HTML.	First-party	1 Week
calViewState	Sets the inline calendar date state in	First-party	Session

	Salesforce Classic (current week selected).		
cqid	Used to track a guest shopper's browsing activity.	First-party	1 Year
liveagent_invite_rejected_	Instructs Live Agent not to reissue an invitation on the same domain.	First-party	Session
oinfo	Tracks the last logged in org.	First-party	3 Months
schgtclose	Deprecated feature, not used.	First-party	0
t	Used to avoid duplicate access checks.	First-party	Expired on Creation
webact	Used to collect metrics per page view for personalization.	First-party	1 Year

3. Functionality cookies

These cookies enable enhanced functionality and personalisation of the website. They may be set by us or by third-party providers whose services we have integrated into our pages. If you do not allow these cookies, some or all of these features may not function properly.

Name of cookie	Purpose	Cookies used	Expiration time/Lifespan
/	/	/	/

4. Marketing and Third-party cookies

These cookies may be placed on our website by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant advertisements on other websites. They do not directly store personal data but rely on uniquely identifying your browser and internet device. If you do not permit these cookies, you will experience less targeted advertising.

Name of cookie	Purpose	Cookies used	Expiration time/Lifespan
/	/	/	/

How to configure the cookies?

You can easily delete, disable or accept cookies from the Sites at any time by configuring your browser settings. Each browser has its own cookie configuration mode. To learn about the procedure to follow concerning your navigator, visit the site: <http://www.allaboutcookies.org/manage-cookies/>.

If you use different computers, smartphones and/or tablets, do not forget to configure each device so that each of them corresponds to your preferences regarding cookies.

Your rights

To the extent that cookies process your personal data, you have the rights provided under the GDPR, including the right of access, rectification, erasure, restriction of processing, data portability, and the right to object. You also have the right to withdraw your consent at any time.

To exercise any of these rights, please contact us using privacy@kbs-frb.be. We will respond to your request within one (1) month from receipt, in accordance with Article 10(3) GDPR. This period may be extended by a further two (2) months where necessary, taking into account the complexity and number of requests.

If you believe that the processing of your personal data through cookies infringes the GDPR, you have the right to lodge a complaint with the Belgian Data Protection Authority.

Autorité de protection des données

Rue de la Presse 35, 1000 Brussels, Belgium

Telephone: +32 (0)2 274 48 00

Email: contact@apd-gba.be

Website: www.dataprotectionauthority.be

Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our use of cookies, in applicable legislation, or in regulatory guidance. Where a material change is made - in particular, the introduction of a new category of cookies - we will seek your consent again via the cookie consent banner.

Contact Us

If you have any questions about this Cookie Policy or our use of cookies, please contact us:

privacy@kbs-frb.be