PTFS Knowvation Cookie Policy

Updated: October 13, 2020

We are committed to being transparent about the technologies we use, and we've outlined below how we use cookies in our Knowvation products.

What are Cookies?

Cookies are small pieces of data stored on your browser or device. All cookies have expiration dates in them that determine how long they stay in your browser. Cookies can be removed in two ways: automatically, when they expire, or when you manually delete them. For further information on cookies or for details on how to delete them or refuse their installation on your computer, please visit http://www.aboutcookies.org/

PLEASE NOTE: As cookies are intended to enhance or enable the usability and processes of our Knowvation product preventing or deleting cookies may prevent users from using it completely, or cause the Knowvation to perform differently in your browser from what it is designed to performed.

We've included more details below to help you understand what kinds of cookies we use.

The cookies used by the PTFS Knowvation

The primary purpose of using the cookies in Knowvation is to make our product work more effectively.

Our product uses the following Session cookies. These are temporary cookies that expire (and are automatically erased) whenever you close your browser.

- One cookie is used to store the session ID. A session ID is a unique number that a Web site's server assigns a specific user for the duration of that user's visit (session). It used to identify user session inside Knowvation.
- One cookie is used to track the session expiry time. Session expiration time is used to close the session if it was not accessed during a timeout period. We need it for security reasons, in case users don't logout from KV.
- One cookie is used to store the offset (if any) between the server and the client time. Offset is used to create valid datetime search queries.

All cookies are removed at the end of the browser session.

Third-party cookies

We use Google Analytics to collect information about how users use our website. We collect information such as the part of the webpage clicked, number of webpages visited, length of time of each session, and error messages (if any) in order to understand how you use our product and how we can provide a better experience. The information received from these cookies helps us learn things such as what website pages and products you prefer. For more information on how Google uses the data collected via this service, see here: http://www.google.com/policies/privacy/partners/

Why does the message explaining cookies keep appearing?

If you close the banner and it reappears the next time you visit us, you most likely have cookies disabled. While we do not use cookies to remember if you closed the banner, we do use localStorage which is storage kept locally on the client side. Most browsers group settings for cookies and their site data together, and as such, turning off cookies will affect localStorage.

How will we update this information?

We may update this page from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. Please therefore re-visit this Cookie Statement regularly to stay informed about our use of cookies and related technologies.

The date at the top of this Cookie Policy indicates when it was last updated.

Contact Us

If you have any questions about our use of cookies, please contact us 301-654-8088 x116 or knowvation@ptfs.com.