# Cookie Policy – Learning Management System 'Canvas'

*Last update: 22 August 2017*

This is the website for the University's Learning Management System 'Canvas' (**LMS**) provided by Vrije Universiteit Amsterdam (also referred to as **VU, we/us/our**). We use various cookies when you make use of the LMS through this website. With this Cookie Policy, we would like to inform you what cookies are, what they do, and what kind of cookies we use when we offer you the possibility to make use of the LMS.

When this Cookie Policy refers to "**devices**", it refers to any computer, smartphone, tablet or other device with internet access, which you may use in order to access the LMS. We may amend this Cookie Policy from time to time.

The most recent version of this Cookie Policy is dated: 20 July 2017, and replaces any previous version(s) thereof.

**1.      What are cookies?**

1.1     Cookies are small files that may be placed on the hard disk of your device each time when you visit our website. Because a cookie is stored on the hard disk of your device, our website server where our website is located can recognize the IP address of your device and the use that you may make of our website. Where we refer to cookies in this Cookie Policy, this includes all similar techniques which store information about your use of the LMS on your device, such as web beacons and pixeltags.

1.2     A cookie may have a certain validity period starting on the moment it is stored on the hard disk of

your device. Once the applicable validity period has lapsed, the cookie that it concerns will automatically be deleted from your hard disk by your browser. We use cookies that are valid for the duration of your view of a certain webpage only, your browser session or cookies that remain valid for a longer period of time so that they can easily be recognized at your next visit to our website. In so far as we collect personal data using cookies (such as your IP address, your name and registration data), we process these personal data in accordance with our Privacy Policy, which can be found on the same web page where this Cookie Policy has been placed.

**2.      Accepting and blocking cookies**

2.1     Most browsers of the devices that are used are standard set to accept cookies automatically. You can adjust this and change your browser settings to reject cookies, to accept or block each type of cookie individually, or that all cookies are removed as soon as you close your browser. If you decide to block or delete all or certain types of cookies, you may experience a loss of functionality of our website or your ability to access it. Another option is to adjust your browser settings to alert you when any type of cookies is being placed.

2.2     More information on managing cookies can be found on the All About Cookies website. Please note that this informative website is not linked to us in any way and we have no influence on it whatsoever.

### 3. Cookies on our website

3.1 The cookies we use on our website fall into two groups:

a. *Functional cookies*: Functional cookies relate to the functionality of our websites and allow us to improve the service we offer to you through the LMS. None of the functional cookies contain personally identifiable information. Functional cookies are needed to offer you a full functioning of the LMS. Therefore, these cookies can be placed without asking your prior consent.

b. *Analytical cookies*: are cookies that collect statistical information on the use of the website in order to improve a website's functionalities. Examples include cookies that collect information of the amount of visitors on a website, or the amount of time that a visitor spends on a website. The analytical cookies we use, would have a limited impact on your privacy and we comply with the requirements of the Dutch Data Protection Authority regarding the "privacy friendly" use of Google Analytics. Therefore, these cookies can be placed without asking your prior consent.

3.2 The cookies on our website will solely be placed by our service provider Instructure Global Ltd (**Instructure**), located in the United Kingdom (UK), on our behalf. As a result, the cookies that have been placed on your device, may not only be read out by us, but also by Instructure. In this respect, we have concluded a data processing agreement with Instructure and we have also made arrangements to arrange a legitimate transfer of personal data to Instructure.

3.3 The table below informs you on which types of functional cookies will be placed, for what purpose, what information will be collected and how long we will retain the information.

| # | Type of Functional Cookie | Purpose | Collected information | Validity period |
|---|---|---|---|---|
| 1. | _csrf_token | A Cross-site Request Forgery (CSRF) token is used to protect against cross-site request forgery attacks, which is an attack that forces an end user to execute unwanted actions on a web application in which they're currently authenticated. The _csrf_token exists to mitigated the attack described above. | None | Expires at the end of the request |
| 2. | deleted_page_title | The deleted_page_title cookie is used to store the value of a previously existent and recently deleted page. When a user tries to access the previously deleted page, a "page deleted" message with the deleted page title to a user when that page is loaded. Having this value | Title of the previous existent page title prior to deletion. | Expires at the end of the session |

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| | | persist in a cookie helps make an intuitive user experience when attempting to access a previously deleted page. | | |
| 3. | unsupported_browser_dismissed | The unsupported_browser_dismissed cookie is used to save the users response to a prompt displayed to a user via the web user interface to dismiss the notification. This cookie is used only for users using an unsupported browser and is stored only when the user clicks "Dismiss" on the notification. This cookie tells the application to not show this notification for every loaded page. | Exists if the user has click "Dismiss" on the unsupported browser notification. | Expires at the end of the session |
| 4. | last_page_view | The last_page_view cookie is a numeric value representing the time of when the displayed page in the web user interface was displayed to the user. The purpose of this cookie to help identify the length of time spent on a web page in Canvas. This cookie value is used to calculate the "interaction_seconds" that were tracked but not submitted to LMS before a page reload. | Numeric value representing the time of the last page load in order to calculate the time a user was interacting with a page in a course | Expires when the page is loaded |
| 5. | ui-tabs-* | The ui-tabs-* cookies are used to remember the focus of a tab within the web user interface (where tabbed content is displayed to the user). These cookies are used by jquery-ui. The purpose of this cookie is to provide a smooth user experience to the user—allowing the user, upon return to the originally in-focus tab when returning to the user interface showing | String value of the in-focus tab prior to leaving the interface displaying multiple tabs. | Expires at end of session |

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| | | multiple tabs. | | |
| 6. | canvas_session | The canvas_session token is the authenticated session ID for the user for the session in Canvas. This cookie is instantiated upon successful authentication to the Canvas web application and is used to maintain an authenticated session for the user for the duration of this session token. This session token is used with all requests during the session. When canvas_session expires— either by logging out or by reaching the session token max time (24 hours)—the user is required to re-authenticate to instantiate a new Canvas session token. | String value of a unique session token instantiated upon successful authentication to the Canvas web application. | 24 hours |
| 7. | log_session_id | The log_session_id cookie is a unique identifier that is included as part of each request during an active session. The purpose of this indentifier is to allow for Instructure's operations and engineering teams track session requests for the entirety of a user session, making the ability to troubleshoot in-session request errors or other user interface errors contrained to this ID. | String value of a unique log session token identifier instantiated upon successful authentication to the Canvas web application. | 24 hours |
| 8. | last_known_canvas_host | The last_known_canvas_host cookie stores the value of the Canvas hosts last visited by the user. The purpose of this cookie is to provide a smooth user experience when the user is in a logged-out state and visits a Canvas / Instructure site. When the user clicks on "Login" on a Canvas / Instructure website, this cookie is used to redirect | String value containing the most recently visited Canvas hostname. | 24 hours |

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| | | the user to the user's expected Canvas authentication URL for login, providing a seamless authentication redirect for the user. | | |
| 9. | rldbcv | The rldbcv cookie is the Respondus lock-down browser authentication challenge cookie. The purpose of this cookie is to force a lock-down of a browser so that forward and backward navigation elements are possible during a workflow-sensitive user interface, like a quiz, exam, test, or other process where navigating forward or backward in the browser would cause an advantage to the user in these scenarios. This cookie represents the challenge token portion of this experience, and is written when the page is loaded. | String value to create challenge for Respondus | Expires after response cookie is posted (see rldbrv below). |
| 10. | rldbrv | The rldbrv cookie is the Respondus lock-down browser authentication response cookie. The purpose of this cookie is to force a lock-down of a browser so that forward and backward navigation elements are possible during a workflow-sensitive user interface, like a quiz, exam, test, or other process where navigating forward or backward in the browser would cause an advantage to the user in these scenarios. This cookie represents the response token portion of this experience, and is written when the page is loaded. | String value to check response from RLDB | Expires after a successful response for the loaded web user interface. |

| # | | Purpose | Collected information | Validity period |
|---|---|---------|----------------------|-----------------|
| 11. | hide_dock_warning | The hide_dock_warning cookie is used by the Canvas "demos" environment to capture a users response to minimize or hide the demo notification portion of the demo site user interface. The purpose for this cookie is to remember the user's preference to hide the demo site notification so that the user does not need to minimize the demo notification on every loaded page in the Canvas demo site user interface. | Boolean string value to denote the users web application user interface settings / preferences on the demo site. | Expires at end of session |

3.4   The table below informs you on which types of analytical cookies will be placed, for what purpose, what information will be collected and how long we will retain the information.

3.5

| # | Type of Analytical Cookie | Purpose | Collected information | Validity period |
|---|---------------------------|---------|----------------------|-----------------|
| 12. | __utma<br><br>(Google Analytics) | The _utma cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to increment each time the user accesses a web page in Canvas. This value is used by members of Instructure's Product Management team in order to identify aggregate trends in the access of pages within Canvas. This incrementing value also provides Instructure's product team with the data to identify trends in browser usage and device usage to assist in making product decision related to pages and functionality within Canvas as well as maintain support for specific devices and browsers used by users of Canvas. This value is also used as a secondary, corroborating | Numeric values denoting number of times user has visited site | Does not expire – continues to increment each time a browser or device accesses a Canvas web user interface and continues to persist until cookies are cleared on the device. |

| | | source to compare to Instructure's internal application logs of Canvas's web application. | | |
|---|---|---|---|---|
| 13. | __utmb<br><br>(Google Analytics) | The _utmb cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to determine unique new visits of a user to a Canvas web page. The cookie is instantiated when no existing _utmb cookies are present on the device. The cookie is updated every time data is sent to Google Analytics. This value is used by members of Instructure's Product Management team in order to identify aggregate trends in<br>unique new users access pages within Canvas. This value also provides Instructure's product team with the data to identify trends in new user browser usage and device usage to assist in making product decision related to pages and functionality within Canvas as well as maintain support for specific devices and browsers used by users of Canvas. This value is also used as a secondary, corroborating source to compare to Instructure's internal application logs of Canvas's web application. | Number value representing the first time a visitor visits a Canvas web page | Does not expire – continues to persist until cookies are cleared on the device. |
| 14. | __utmc<br><br>(Google Analytics) | The _utmc cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to | Numeric values denoting number of seconds spent on a web page | When the user navigates away from a page or 30 minutes after browsing of a web page |

| | | determine the duration a user spends time on a Canvas web page. The cookie is instantiated when a web page is visited and is updated to include the duration of the visit to the webpage. The cookie is updated every time data is sent to Google Analytics and persists either until a user navigates to a new web page or 30 minutes since the last duration update. This value is used by members of Instructure's Product Management team in order to identify aggregate trends in user time spent on a pages within Canvas. | | has ended, whichever occurs first |
|---|---|---|---|---|
| 15. | __utmt (Google Analytics) | The _utmt cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to throttle the request rate of reporting excessive loading of a Canvas webpage—limiting the collection of data on high traffic site in order to keep analytical data normalized and not include spikes or outliers in users excessively accessing a site within an short time frame. | Numeric value limiting the number of analytical data created in a particular timeframe | 10 minutes |
| 16. | __utmz (Google Analytics) | The _utmz cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to track the source of where the user navigated from (e.g., what search engine the user used, what link the user clicked on, what keyword the user used, and where the user was in the when accessing the Canvas web | String value of site where user originated prior to accessing the Canvas web application | 6 months |

| | | page. The purpose of this cookie to is assist Instructure's Canvas Product team to identify the most ideal ways to transition users to the Canvas web application from a non-Canvas web site. | | |
|---|---|---|---|---|
| 17 | __ga (Google Analytics) | The _ga cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to identify visitors, without attribution to real-life identity, accessing the Canvas web application over a long-term (2 years). The purpose of this cookie is to provide, via the Google Analytics solution, information to Instructure's Canvas Product team regarding the long-term unique users who have visited Canvas web pages to help determine answers to questions, such as the following example question: "How many distinct user visits over the last 2 years have occurred for this feature in Canvas?" | Randomly generated, anonymous string value to reference a user visiting a web page for a long term | 2 years |
| 18 | __gat (Google Analytics) | The _gat cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is—similar to the _utmt cookie described above—to throttle the request rate of reporting excessive loading of a Canvas webpage for a particular _ga user—limiting the collection of data on high traffic site in order to keep analytical data normalized and not include spikes or outliers in users | Numeric value limiting the number of analytical data created in a particular timeframe by a _ga | 1 minute |

| 19 | __gid<br><br>(Google Analytics) | The _gid cookie is an analytics cookie included as part of the installment of the Google Analytics suite of web analytics solutions. The purpose of this cookie is to identify visitors, without attribution to real-life identity, accessing the Canvas web application over a short-term (24 hours) on pages within a subdomain. The purpose of this cookie is to provide, via the Google Analytics solution, information to Instructure's Canvas Product team regarding the short-term journeys though out a web application for unique users. These data elements help determine answers to questions, such as the following example question: "How many distinct user visits over the last 24 hours have occured for this feature in Canvas, and what was the common journey through the Canvas web application?" | Randomly generated string value to reference a user visiting a web page for a short-term | 24 hours |
|---|---|---|---|---|
| | | excessively accessing a site within an short time frame. | | |

*Note: the top partial row "excessively accessing a site within an short time frame." belongs to a preceding row (row 18) continued from the previous page.*

## 4.    How can you exercise your rights?

4.1    Please contact us via the contact details below, if you have questions about how we use cookies, process your personal data, or if you would like to inspect, correct or remove your personal data.

**You may contact us at:**
Vrije Universiteit Amsterdam
Attn: Data Protection Officer (*Functionaris Gegevensbescherming*)
De Boelelaan 1105
1081 HV  AMSTERDAM

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