# Introduction

1.1. This website is owned and operated by Mauritius Network Services Ltd (hereafter "**MNS**"," **we**", "**us**", "**our**"). **MNS** is committed to protecting and respecting your privacy.

1.2. This Cookie Policy must be read together with our Privacy Notice which is found here.
It provides you with information about cookies and how to control them for this website.

# 1. What are cookies?

2.1. Cookies are small data files that are placed on your computer, mobile phone or tablet by websites that you visit. They are widely used to help websites work more efficiently as well as to provide information to the website owners.

2.2. Cookies are used on our website to recognise you from other users. This enables us to offer you a positive browsing experience while also allowing us to improve our website. By continuing to use our website, you agree to our use of cookies in accordance with the conditions of this policy.

2.3. Further information on all aspects of cookies is available at www.allaboutcookies.org. Please note that **MNS** has no affiliation with or responsibility for this third-party website.

# 2. Why do we use cookies?

## 2.1 Types of cookies we use

We use the following types of cookies:

### 2.1.1 Strictly necessary/essential cookies

These are essential cookies enabled for the proper functioning of our website and used to perform basic functions. Without these cookies, our website may not function as intended. For this reason, they do not require your consent.

### 2.1.2 Analytical/performance cookies

These enable us to recognise and count the number of visitors as well as to see how users navigate our website when they are using it. This helps us to improve the way our website works, e.g., by ensuring that users are finding what they are looking for easily.

### 2.1.3 Functional cookies

These allow us to recognise you when you return to our website and personalize our content for you.

### 2.1.4 Marketing cookies

These are used to track your browsing across websites to deliver content and advertisements that are more relevant to your interests. For instance, when we embed YouTube videos on our website, YouTube may set third-party marketing cookies to track video views and personalize ads. These cookies are only activated if you accept them through our cookie settings.

### *2.1.5* Unclassified cookies

These cookies are under review or have not yet been classified. They may be used to enhance user experience, track site functionality, or serve other specific purposes. As we continue to assess their use, they may be reclassified into standard categories.

## 3. Cookies used by our service providers/ Third-Party Cookie

The third-party service providers we have contracted make use of cookies that may be stored on your computer when you visit our website. They are required for some of the functions within our website as mentioned in **Schedule 1.**

The third-party providers on our website are:

- Google Analytics
- Third-party hosting platforms, such as YouTube and Flipbook

Cookies used on our various websites are detailed in **Schedule 1.**

## 4. Managing Cookies

We request your consent before placing cookies on your device. Since consent must result from a positive action, the cookie category checkboxes are unchecked by default for you to expressly opt-in to cookie use except for strictly necessary cookies which do not require your consent.

You can withdraw your consent at any time by deleting your cookies using your internet browser settings. You can further manage cookies as you wish by changing your browser

settings or by clearing your browsing history. For more details on how to manage cookies, you may visit https://www.aboutcookies.org.uk.

Please note that if you disable performance and targeting cookies, it is possible that any advertising you receive will be less targeted as a result, but the site should function correctly. However, if you disable strictly necessary and/ or functional cookies, you may be unable to access certain areas of our website and certain functions or pages will not work in the usual way. You will also lose some saved information, for instance e.g., saved login details and site preferences.

Any inaction or action other than a positive one is considered a refusal, and non-strictly necessary cookies cannot be placed. For instance, an action like scrolling does not mean implied consent since it does not constitute an adequate affirmative action which provides clear consent.

## 5. Retention period of cookies

We have defined the duration for all the cookies used on our website under **Schedule 1**.

We ensure that the lifespan of cookies is not extended with every new visit and retention periods are periodically reviewed to ensure that their duration is limited to what is strictly necessary.

## 6. Cookie Banner/Pop-up

A cookie pop-up or cookie banner appears when you visit a website. It also allows you to either accept or refuse cookies. It informs you that your personal data is being collected, how it is being collected and for which purposes it is being collected. It also collects your consent to use your data.

Our website uses cookie banner/pop-up to collect your consent for data collection and to inform you how your data is being processed.

## 7. Changes to this Cookie Policy

We keep our Cookie Policy under regular review, and we may update it from time to time. We will notify you of significant changes through automatic pop-ups on our website. Your use of the site and our services after a change takes effect will be subject to this policy as amended by any change. Such use will also constitute your acceptance of that change.

We also encourage you to periodically review this policy so that you are informed of our use of cookies. This version was last updated on 29 January 2026.

## 8. Contact us

We have appointed a Data Protection Officer to oversee compliance with and questions in relation to this Cookie Policy. If you have any questions about this Cookie Policy, please contact us (by email or by letter) using the details set out below:

Data Protection Officer
Mauritius Network Services Ltd.
Silicon Avenue, Cybercity, Ebene, 72201
Republic of Mauritius
Email: dpo@mns.mu

You have the right to complain to the Data Protection Office if you believe we have not handled your request in an appropriate manner.

# Schedule 1

## 1. The list of cookies used on MNS Web Applications are:

| Name | Purpose | Type | Cookie Type/ Duration |
|---|---|---|---|
| JSESSIONID | This is used to preserve users across the page requests/different services | Strictly necessary/essential | Session cookie, Once the session is closed |
| sid | This is used to preserve users across the page requests | Strictly necessary/essential | session |
| _GRECAPTCHA | This cookie is used to distinguish between humans and bots | Functional | 6 months |
| userID | userID and SID cookies are used to help track users across various portions of the Websites, to remember your preferences and other information | Strictly necessary/essential | Session Cookie/Once the session is closed |
| _ga | Used by Google Analytics to store and count pageviews | performance/ analytical | Persistent cookie, 400 days |
| _ga_# | Used by Google Analytics to collect data on the number of times a user has visited the website as well as dates for the first and most recent visit. | performance/ analytical | Persistent cookie, 400 days |

| | | | |
|---|---|---|---|
| Project-# | To allow us remember choices you made in the past, for example, if you have agreed to or refused this site's cookie policy so you will not be asked again. | Functional | Persistent cookie, 60 days |
| Youtube Cookies | Used by the Third-Party Hosting Provider | Marketing | Depending on Third Party Service |

## 2. The list of cookies used on NICD Middleware are:

| Name | Purpose | Type | Cookie Type/ Duration |
|---|---|---|---|
| KEYCLOAK_IDENTITY | Helps manage user sessions and authentication within applications that integrate with Keycloak for identity management. | Strictly necessary/essential | Session |
| KEYCLOAK_IDENTITY_LEGACY | Legacy helps to associate with older versions of Keycloak | Strictly necessary/essential | Session |
| KEYCLOAK_SESSION | Used for managing user sessions and ensuring secure and seamless authentication and authorization within applications that integrate with Keycloak. | Strictly necessary/essential | 8 hours |
| KEYCLOAK_SESSION_LEGACY | Legacy helps to associate with older versions of Keycloak | Strictly necessary/essential | 8 hours |
| AUTH_SESSION_ID | It helps maintain user sessions, track authentication states, and enable seamless single sign-on experiences across multiple applications. | Strictly necessary/essential | Session |
| AUTH_SESSION_ID_LEGACY | Legacy helps to associate with older versions of Keycloak | Strictly necessary/essential | Session |

## 3. The list of cookies used on API Mall are:

| Name | Purpose | Type | Cookie Type/ Duration |
|---|---|---|---|
| JSESSIONID | This is used to preserve users across the page requests | Strictly necessary/essential | Session cookie, Once the session is closed |
| goto_url | Keeps track of the page that you should be directed to after login. | Strictly necessary/essential | Session |
| workflowCookie | Used for authentication purposes when invoking an admin service in the Business Process Server. | Strictly necessary/essential | Session |
| Csrftoken | Used for mitigating Cross Site Request Forgery Attacks to provide you with a secure service. | Strictly necessary/essential | Request |
| Client_ID | Used by the Single Page Application to identify its OAuth config for initiating login, token refresh, session checks. It does not contain any personal or sensitive information. | Strictly necessary/essential | Session |
| wso2-session | Stores the session ID for server-side session management. This cookie helps maintain session state across page refreshes, tabs, or navigation and supports login and single sign-on (SSO) functionality. It is set even before login and does not contain personal information. | Strictly necessary/essential | Session |

| | | | |
|---|---|---|---|
| AM_ACC_TOKEN_DEFAULT_P2 | Stores the second part of the access token issued to the frontend web app after login. It is used to authorize access to restricted features of the portal. | Strictly necessary/essential | 1 hour |
| WSO2_AM_TOKEN_1_Default | Stores the first part of the access token issued to the frontend web app after login. It is used to authorize access to restricted features of the portal. | Strictly necessary/essential | 1 hour |
| WSO2_AM_REFRESH_TOKEN_1_Default | Stores the first part of the refresh token. When the access token expires, it allows the portal to automatically obtain a new access token without disrupting the user's session. | Strictly necessary/essential | 1 day |
| AM_REF_TOKEN_DEFAULT_P2 | Stores the second part of the refresh token. When the access token expires, it allows the portal to automatically obtain a new access token without disrupting the user's session. | Strictly necessary/essential | 1 day |
| Project-# | To allow us remember choices you made in the past, for example, if you have agreed to or refused this site's cookie policy so you will not be asked again. | Functional | Persistent cookie, 60 days |