0. Introduction

Thank you for visiting us and we hope that you enjoy exploring our website https://traxes.io (hereinafter referred to as the **'website'**).

In the framework of the website, Elia Transmission Belgium (hereinafter referred to as **'Elia'** , **'we'** , **'our'**) undertakes to protect and respect your privacy (hereinafter referred to as 'you' , 'your'). To this end, Elia protects the personal data of its online users/visitors collected via cookies, tags or tracers (hereinafter generally referred to as **'cookies'**) and processes said data with the greatest possible care.

1. Identity of the controller

The controller of your personal data is Elia Transmission Belgium, having its registered office at Boulevard de l'Empereur 20, 1000 Brussels, Belgium, a public limited company under Belgian law, registered in the Crossroads Bank for Enterprises under the number 0731.852.231, for the website https://traxes.io

Other controllers may be involved if third-party cookies are used. For more information, see section 3.

If you have any questions or requests concerning our Policy or the way in which we process your personal data in general, please contact us as per section 9.

2. About cookies

Cookies are small data files that are downloaded to your device (e.g. a tablet, smartphone, PC or laptop) when you visit our website. They may collect information about your use of the website or allow us to identify you and your device when you return to our website at a later date. Cookies also enable us to recognize your device. You can learn more about cookies at http://www.allaboutcookies.org and http://www.youronlinechoices.eu .

3. What types of cookies do we use?

We use both session cookies and persistent cookies on our website.

We also use first-party and third-party cookies. First-party cookies are Elia's cookies, while third party cookies are set by websites that belong to a domain differing to that displayed in the address bar when you visit an Elia website.

We also make use of third-party requests , which are requests made to external servers to display content from other applications or later though these applications do not install any cookies, they may still collect information about visitors via settings.

We use the following types of cookies on our website:

- Strictly necessary cookies are essential for allowing visitors to browse our website and use its functions. As they are a technical necessity, these cookies are installed once you access the website and cannot be rejected.

- Analytical/performance cookies collect information about how you use our website (e.g. the web pages/functions you visit/use most often). They help us improve the operation of the website and can be accepted or rejected.

4. Cookies used on this website

This section categorizes and describes the various cookies used on this website based on their purpose, type and supplier, where applicable.

1. Strictly necessary cookies

AspNetCore.Antiforgery (**AspNetCore.Antiforgery**)
Purpose: Essential for website security, used to protect against Cross-Site Request Forgery (CSRF) attacks. It helps ensure that requests made to the server originate from legitimate sources.
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: Session

Cookie Consent (tx_cookie_preferences)
Purpose: Stores the user's cookie consent state for the current domain in local storage
Cookie Owner: traxes.io
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: 1 year

Session expiration date (TraXesSessionExpirationDate)
Purpose: Stores the time the session should end (user be logged out) in local storage
Cookie Owner: traxes.io
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: 1 year

Application version (appVersion)
Purpose: Stores the user's application version
Cookie Owner: traxes.io
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: 1 year

Browser language (tx_culture)
Purpose: Stores the user's default browser language
Cookie Owner: traxes.io
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: 1 year

Authentication cookie (__traxesPortal, __traxesPortalC1, __traxesPortalC2)
Purpose: Stores the user's authentication information

Cookie Owner: traxes.io
Legal basis for processing: legitimate interest (Article 6(1)(f)) General Data Protection Regulation ('GDPR')
Duration: Session

2. Analytical/performance cookies (Optional)

Hotjar
Purpose: see the table below
Cookie owner: Hotjar
Location: Ireland
Legal basis for processing: consent (Article 6(1)(a) GDPR)
Further information: Hotjar cookies are described below

Name	Purpose	Duration
_hjActiveViewportIds (local storage)	Stores user viewport details such as size and dimensions.	Session
_hjSessionUser_{site_id}	Set when a user first lands on a page. Persists the Hotjar User ID which is unique to that site. Hotjar does not track users across different sites. Ensures data from subsequent visits to the same site are attributed to the same user ID.	365 days
_hjSession_{site_id}	Holds current session data. Ensures subsequent requests in the session window are attributed to the same session.	30 minutes

More information: Cookies Set by the Hotjar Tracking Code – Hotjar Documentation

Matomo Analytics
Matomo Analytics ([_pk_id, _pk_ses, _pk_ref, _pk_cvar, _pk_hsr]) and Matomo Tag Manager ([_mtm])
Purpose: to collect information about how visitors use this website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, which page directed the visitors to this website, and the pages they visited.
Cookie owner: Matomo
Further information: the information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored on servers located in Germany, within the European Union, ensuring compliance with GDPR. For more details on Matomo cookies and privacy, please consult the Matomo Privacy Policy. You can opt-out of Matomo's data collection by following the instructions provided at: Matomo Opt-out.
Legal basis for processing: consent (Article 6(1)(a) GDPR).

The following cookies are used to this end.

Name	Purpose	Duration
_pk_id	Used to store a few details about the user such as the unique visitor ID	[13 months](#)[1]
_pk_ref	Used to store the attribution information, the referrer initially used to visit the website	[6 months](#)[1]
_pk_ses, _pk_cvar, _pk_hsr	Short lived cookies used to temporarily store data for the visit	[30 minutes](#)[1]
mtm_consent (or mtm_consent_removed)	Created to remember that consent was given (or removed) by the user	[30 years](#)[1]
mtm_cookie_consent	Created to remember that consent for storing and using cookies was given by the user	[30 years](#)[1]
matomo_ignore	Used when you exclude yourself from being tracked (opt-out)	[30 years](#)[1]
matomo_sessid	Used for the opt-out feature (nonce to help prevent CSRF security issues)	[14 days](#)[1]

More information:

For more detailed information about Matomo cookies and their usage, you can refer to the Matomo FAQ[1].

5. Cookie settings

There are several ways to configure and manage cookies. You can either disable Elia cookies or third-party cookies in your browser or use our cookie settings tool to manage your cookie preferences.

Cookie settings can vary from browser to browser.

The hyperlinks below provide further guidance on disabling/deleting cookies in different browsers.

- Chrome: https://support.google.com/chrome/answer/95647?hl=en;

- Internet Explorer: http://windows.microsoft.com/en-US/windows-vista/Block-or-allow-cookies and http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-11-win-7

- Microsoft Edge: https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy

- Mozilla Firefox: https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences?redirectlocale=en-US&redirectslug=Enabling+and+disabling+cookies and https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored;

- Safari: http://support.apple.com/kb/PH5042

Using a different browser? Check whether the procedure for your browser is described on the www.allaboutcookies.org/manage-cookies website.

You can also disable and therefore withdraw your consent for cookies installed by Elia by using our cookie banner, which is available on our website and in our information banner.

6. Your rights

You have certain rights regarding the data we hold about you.

These rights comprise the right to be informed, the right of access, the right to rectification, the right to object, the right to data portability, the right to erasure (the 'right to be forgotten'), the right to restriction of processing and the right to withdraw your consent (this last right is detailed further in section 5).

With regard to the existence of automated decision-making, including profiling and, where applicable, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for you, Elia confirms that there is no automated decision-making based on the personal data collected.

We will try to respond to any requests as soon as feasibly possible and always within the timeframes set out in the GDPR. If you have any questions about your rights or any complaints about the way Elia processes your personal data, please send them to us as per section 9 of this Policy before using our website. You are always entitled to submit a complaint to the competent supervisory authority. In Belgium, this is the Data Protection Authority, Rue de la Presse 35, 1000 Brussels, Belgium, contact@apd-gba.be

7. Retention period of collected data

The retention period of the data collected by various cookies may vary depending on whether the cookie is installed by Elia or by third parties. We are not responsible for the retention period of third-party cookies.

Any personal data collected by Elia will not be retained for longer than is strictly necessary for the purposes set out in this Policy.

Beyond that, said data will be deleted at the end of the retention period, unless a longer period is permitted or required pursuant to a legal or regulatory obligation, or if the data are subject to a process of anonymisation in order to make it impossible to 're-identify' individuals. As data that have undergone this process are no longer personal, they can be kept for an unspecified period of time and can be exploited, specifically to produce statistical reports.

8. Update of our Policy

By accepting all cookies or managing your preferences, you acknowledge that you have read the terms of this Policy and consent to our use of cookies as set out above.

We may amend this Policy from time to time. Any such changes will be displayed on this page and, where appropriate, posted on the cookie banner. Please check back frequently to see if the Policy has been changed or updated. Your continued use of this website following the publication of modifications to this Policy implies your acceptance of these changes.

This Policy was last updated on the 26/11/2025.

9. Contact

Please send any questions, comments or requests concerning this Policy to privacy@elia.be.