Annex - Cookie Details

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Cookies and Similar Technologies

Our website and SDK use cookies and similar identifiers to enhance functionality and performance.

Use of these technologies is governed by the EU ePrivacy Directive (2002/58/EC) Article 5(3) and the General Data Protection Regulation (GDPR) Article 6(1).

What Are Cookies?

Cookies are small text files stored on your device to authenticate users, enable features, and improve experience. In our platform, these include identifiers, tokens, or preferences stored locally or via webviews within our app.

How We Use Cookies

We use cookies and in-app identifiers for:

- Authentication & Identification – to recognise and verify users when they log in.
- Device & OS Compatibility – to store device and OS details ensuring compatibility.

- Feature Enablement – to activate functions such as wallets or coupons.
- Session Management – to maintain session integrity within webviews.
- Performance & Interaction Analysis – to analyse aggregated usage and enhance reliability.

Legal Basis:

- Essential and operational cookies → Contractual necessity or legitimate interest (ensuring functionality and security).
- Functional and analytical cookies → used only with consent.

Categories of Cookies We Use

(Examples below describe typical identifiers; actual names may vary between SDK versions or products.)

a. Essential Cookies

Required for the Platform to function. Enable authentication, session management, and feature operation. access_token, is_access_token_set, coupon, wallet, menu, style

b. Functional Cookies

Remember preferences and enable optional features. extraHeaders, userDetails (Includes values such as LOCALE, X-APP-VERSION, device_type, isWalletEnabled, showPoweredBy.)

c. Operational Cookies

Fulfil operational needs such as notifications. Fcm-token – used to send booking-related notifications.

d. Analytical Cookies

Currently not used. If introduced in future, we will seek prior consent and update this Annex.

Cookies Retention

- Session cookies: expire automatically when the WebView or SDK session ends.
- Persistent cookies: not currently used; if introduced, they will be essential or consent-based and displayed in the banner.

Cookies Security

All cookies and identifiers are transmitted securely via HTTPS. Sensitive data (e.g., JWT tokens) are stored with the HttpOnly and Secure flags wherever possible.

Third-Party Cookies

We do not use third-party advertising or behavioural-tracking cookies. If third-party analytics or performance tools are introduced, they will operate under data-processing agreements and appear in the cookie banner before activation.

Managing Cookie Preferences

Your consent preferences are stored by our consent-management platform (CMP) and can be withdrawn at any time. Withdrawal does not affect the lawfulness of processing before withdrawal.

- On the website: At first visit you will be prompted to accept or customise preferences. You can revisit choices anytime via the cookie icon in the footer.
- In the app: Adjust settings in the app's Preferences menu or clear app data to reset cookies.