Doera
Cookies Policy

Use of Cookies and Tracking Technologies

Effective Date: 26 February 2026 | Version 1.0 | Governing Law: Luxembourg

This Cookies Policy explains how Doera S.A. ("Doera", "we", "us") uses cookies and similar tracking technologies on our platform in accordance with the GDPR, the EU ePrivacy Directive (2002/58/EC as amended), and applicable Luxembourg law. By continuing to use the Doera platform, you acknowledge this Policy.

1. What Are Cookies?

Cookies are small text files placed on your device (computer, smartphone, tablet) by websites and applications you visit. They are widely used to make platforms function correctly, operate efficiently, and provide reporting information. Cookies may be "session cookies" (deleted when you close your browser) or "persistent cookies" (remaining on your device for a set period or until manually deleted). Similar technologies include local storage, pixel tags, web beacons, and device fingerprinting.

2. Categories of Cookies We Use

2.1 Strictly Necessary Cookies

Status: ESSENTIAL — No Consent Required

These cookies are indispensable for the operation of the Doera platform. They enable core functionalities such as User authentication, account security, session management, and payment security. Without these cookies, the platform cannot function. We do not require your consent to set these cookies as they are strictly necessary for service provision.

Examples: Session authentication token, CSRF protection token, load balancer session cookie.

2.2 Functional Cookies

Status: FUNCTIONAL — Consent Required

These cookies enable the platform to remember your preferences and provide enhanced, personalised features. Disabling these cookies may affect the quality of your experience but will not prevent you from using core platform functions.

Examples: Language preference, UI display settings, last-visited location, notification preferences.

2.3 Performance and Analytics Cookies

Status: ANALYTICS — Consent Required

These cookies collect anonymised or pseudonymised information about how Users interact with the platform, including pages visited, time spent, error logs, and navigation paths. This data is used exclusively to improve platform performance and User experience. We do not use this data to identify individual Users.

Examples: Page view counts, session duration, error rate monitoring, feature usage statistics.

2.4 Third-Party Cookies

Status: THIRD-PARTY — Consent Required

Certain third-party services integrated into the platform may set their own cookies. These include payment processor cookies (e.g., for fraud detection) and, where User consent is obtained, analytics providers. Third-party cookies are governed by the respective third party's privacy and cookie policies.

Examples: Payment security verification cookies, third-party analytics (where consented).

3. Cookie Consent and Management

3.1 **Consent Banner.** When you first access the Doera platform, a cookie consent banner will be displayed. You may accept all cookies, reject non-essential cookies, or customise your preferences. Your selection will be recorded and respected for the duration specified.

3.2 **Withdrawal of Consent.** You may withdraw or modify your cookie consent at any time by accessing the "Cookie Settings" option in the platform footer or your account settings. Withdrawal of consent does not affect the lawfulness of processing based on consent prior to withdrawal.

3.3 **Browser Controls.** You may also manage cookies through your browser settings. Most browsers allow you to block, delete, or receive warnings before cookies are set. However, disabling strictly necessary cookies will impair or prevent use of the platform. Refer to your browser's help documentation for specific instructions:

- Google Chrome: Settings > Privacy and Security > Cookies and Other Site Data
- Mozilla Firefox: Options > Privacy & Security > Cookies and Site Data
- Safari: Preferences > Privacy > Manage Website Data
- Microsoft Edge: Settings > Cookies and Site Permissions

4. Retention Periods

Cookie Type	Retention Period
Session cookies	Deleted on browser close
Authentication cookies	Up to 30 days (or session end)

Preference / Functional cookies	Up to 12 months
Analytics cookies	Up to 24 months
Consent record cookies	Up to 12 months

5. Third-Party Cookie Policies

Where the platform integrates third-party services that set their own cookies, those cookies are subject to the respective third party's privacy and cookie policies. Doera does not control third-party cookies and recommends that Users review the relevant policies. Doera assumes no liability for third-party cookie practices.

6. Updates to this Policy

We may update this Cookies Policy periodically to reflect changes in technology, legislation, or our practices. Material changes will be communicated via the platform or by email. The current version is always available at doera.eu/cookies.

7. Contact

For any queries regarding this Cookies Policy or our use of tracking technologies, please contact us at: **privacy@doera.eu**