TEREIKO COOKIE POLICY

Welcome to www.tereiko.com. This website and the services provided by TEREIKO LMP SL (hereinafter, TEREIKO) use cookies to ensure its proper functioning and the provision of the services offered on it.

This policy informs you about the use of cookies on this website, in accordance with the current data protection regulations: Regulation (EU) 2016/679, concerning the protection of natural persons with regard to the processing of personal data and the free movement of such data (GDPR); Organic Law 3/2018, on the Protection of Personal Data and guarantee of digital rights (LOPDGDD); and Law 34/2002, on Information Society Services and Electronic Commerce (LSSICE).

1.What are cookies?

Cookies are small text files that are installed on the user's device when visiting a website. These technologies allow information to be stored and retrieved during browsing and may serve various purposes, such as ensuring the technical operation of the page, remembering preferences, analyzing browsing habits, or displaying personalized advertising. In addition to cookies, similar technologies with equivalent purposes may also be used. The specific uses we make on this site are detailed in this policy.

2.What type of cookies do we use on our website?

In accordance with the guidelines of the Spanish Data Protection Agency (AEPD), we proceed to detail the use of cookies on this website in order to inform you as accurately as possible.

Depending on who uses them, cookies can be:

- **First-party cookies**: These are managed by the website owner (the editor) and are generally sent to the user's device from a domain managed by the editor, from which the requested service is provided to the user.
- **Third-party cookies**: These are managed by an entity other than the editor and are generally sent to the user's device from a domain not managed by the editor, but by another entity that processes the data obtained through the cookies.

Depending on their purpose, cookies can be:

- **Technical – necessary**: These allow the user to navigate the website and use the different options or services available, including those used by the editor to manage and operate the website and enable its functions and services. They also serve to manage advertising spaces as part of the design or “layout” of the service offered to the user.
- **Personalization – preferences**: These remember information so that the user can access the service with certain features that may differentiate their experience from that of other users (such as language selection).
- **Analytics – measurement**: These allow the tracking and analysis of user behavior on the websites to which they are linked, including the quantification of ad impacts. The information collected by these cookies is used to measure website activity in order to introduce improvements based on the analysis of usage data.

Depending on the duration they remain active:

- **Session cookies**: These are designed to collect and store data while the user accesses a website. They are typically used to store information that is only relevant for providing the requested service on a single occasion (for example, a list of purchased products) and disappear at the end of the session.
- **Persistent cookies**: In these, the data remains stored on the device and can be accessed and processed for a period defined by the cookie manager, which can range from a few minutes to several years.

Neither this website nor its legal representatives are responsible for the content or the accuracy of the privacy policies that may be held by third parties mentioned in this Cookies Policy.

Below, we detail the cookies used on our website:

access_token

- Type: Technical (first-party)
- Purpose: Maintain user authentication and keep the session active securely.
- Duration: Session (approx. 15 minutes)
- Provider: TEREIKO

refresh_token

- Type: Technical (first-party)
- Purpose: Renew the session so the user stays signed in without logging in again.
- Duration: Persistent (7 days)
- Provider: TEREIKO

ph_…_posthog

- Type: Analytics (third-party)
- Purpose: Monitor performance, detect errors and analyse technical behaviour.
- Duration: Persistent (approx. 1 year)
- Provider: PostHog

__stripe_mid

- Type: Technical (third-party)
- Purpose: Support payment processing and fraud prevention.
- Duration: Persistent (approx. 1 year)
- Provider: Stripe

__stripe_sid

- Type: Technical (third-party)
- Purpose: Support payment processing and fraud prevention.
- Duration: Session (approx. 30 minutes)
- Provider: Stripe

In addition to cookies, TEREIKO uses first-party local storage (a similar technology) on the Platform for essential technical and preference purposes. This includes the display theme (tereiko-theme), the selected workspace (tereiko-active-tenant-id), cached profile information (tereiko-user), and flags that remember notices the user has dismissed (for example, “do not show this reminder again”). This information is stored locally on the user’s device and is not shared with third parties.

3.Data transfers

TEREIKO does not carry out international transfers of personal data, except in cases where such transfers are required for the provision of a service requested by the user or based on another valid legal basis. With regard to international transfers of personal data that may be carried out by third parties through cookies managed by them, you can consult the relevant information in their respective privacy policies.

4.Consent Management

When the website is operational and you access it for the first time, a cookie notice will be displayed with essential information and options to manage your preferences. Through this notice, you can choose from the following options:

Accept all cookies: All non-essential cookies will be activated and the notice will not be shown again during the current session.
Reject non-essential cookies: Only cookies essential for the operation of the website will be retained.
Configure preferences: You can access the configuration panel to select which categories of cookies you wish to enable or disable, as well as obtain additional information about each of them.

Your choice will be saved for a certain period, but you can modify your preferences at any time by accessing the configuration panel again. For more information about the processing of personal data, you can consult our **Privacy Policy.**

5.How do I uninstall cookies?

Users can freely decide whether or not to install our cookies on their hard drive, as well as decide to eliminate them, by following the procedure established in the help section of their browser. Users can also set up their browser to accept or reject all cookies by default or to receive on-screen notification of the reception of each cookie and decide at that time whether or not to install them on their hard drive. Below we provide you with links to the manufacturers of devices and browsers for the management or deactivation of cookies of the majority of browsers:

For Internet Explorer: at the menu option: Tools > Internet Options > Privacy > Settings. For more information, visit the following link: https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer

For Google Chrome: at Options > Advanced Options > Privacy > Cookies. For more information, visit the following link: https://support.google.com/chrome/answer/95647?hl=en

For Mozilla Firefox: at the menu option: Tools > Options > Privacy > Cookies. For more information, visit the following links: https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox and https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences

For Safari: in Settings > Safari > Block cookies. For more information, visit the following link: https://support.apple.com/en-us/HT201265

For Opera: in Settings > Advanced > Privacy and security > Content settings > Cookies. For more information, visit the following link: https://help.opera.com/en/latest/web-preferences/#cookies

For Android: in Menu > Settings > Security and Privacy > Accept cookies to activate or deactivate the box. For more information, visit the following link: https://support.google.com/android/?hl=en-GB#topic=7313011

For Windows Phone: in Internet Explorer > More > Settings > activate or deactivate the box to allow cookies. For more information, visit the following link: https://support.microsoft.com/en-us/help/11696/windows-phone-7

Additionally, Google provides users with a tool that allows them to configure the information sent from major browsers to Google Analytics. This tool can be downloaded from the following link: https://tools.google.com/dlpage/gaoptout.

If, as a user, you configure your browser to reject all cookies or specifically our cookies, it may not be possible to access some services, and your experience on our website may be less satisfactory. If you wish to have greater control over the implementation of cookies, you can install programs or browser add-ons, known as “Do Not Track” tools, which allow you to choose which cookies you want to permit.

6.Your Rights

If you would like to know how to exercise your rights as a user, please note that you have the right to request access to your personal data, request the rectification of inaccurate or incomplete data, request the deletion of your data when it is no longer necessary for the purposes for which it was collected, request the restriction and objection to the processing of your personal data, request the portability of your personal data to another controller, as well as not to be subject to automated decision-making. For more information on how to exercise these rights, you can consult our **Privacy Policy.**

7.Contact

If you have any questions or concerns about our Cookies Policy or the processing of your personal data, you can contact us at contact@tereiko.com.

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