

COOKIE POLICY

Last Updated: 01/06/2026

1. INTRODUCTION

This Cookie Policy explains how **Syntari LTD** (“Syntari”, “we”, “us”, or “our”) uses cookies and similar technologies when you visit or use our websites, applications, and Services.

This Cookie Policy should be read alongside our Privacy Policy, which explains how we process personal data.

2. WHAT ARE COOKIES

Cookies are small text files placed on your device when you visit a website. They are widely used to make websites function properly, improve performance, and provide analytical information to service providers.

Cookies may be:

- **Session cookies** (deleted when you close your browser)
- **Persistent cookies** (stored until they expire or are deleted)

3. HOW WE USE COOKIES

We use cookies and similar technologies for the following purposes:

- Enabling core platform functionality.
- Maintaining secure user sessions.
- Supporting authentication and login processes.
- Improving performance and reliability of Services.
- Analysing usage patterns and system interactions.
- Enhancing security and detecting fraudulent activity.

4. TYPES OF COOKIES WE USE

4.1 STRICTLY NECESSARY COOKIES

These cookies are essential for the operation of the Services.

They are used for:

- Authentication and login sessions.
- Security and fraud prevention.
- Load balancing and system stability.
- Core platform functionality.
- These cookies cannot be disabled as the Services would not function properly without them.

4.2 FUNCTIONALITY COOKIES

These cookies allow the Services to remember user preferences and settings, such as:

- Language or interface preferences.
- User session preferences.
- Saved configuration settings within the platform.

4.3 ANALYTICS AND PERFORMANCE COOKIES

We use analytics cookies to understand how users interact with the Services, including:

- Page visits and navigation patterns.
- Feature usage.
- System performance metrics.
- Error tracking and diagnostics.

We may use third-party analytics providers, including PostHog or similar services, to help us improve the Services.

4.4 SECURITY COOKIES

Security cookies help protect the Services and users by:

- Detecting suspicious activity.
- Preventing unauthorised access.
- Supporting authentication integrity.
- Logging security-related events.

5. THIRD-PARTY COOKIES

Some cookies may be set by third-party service providers we use to operate the Services.

These may include:

- Authentication providers (e.g. Clerk).
- Hosting and infrastructure providers (e.g. AWS, Vercel).
- Analytics providers (e.g. PostHog).
- Payment processors (e.g. Stripe).

These third parties may process data in accordance with their own privacy and cookie policies.

6. LEGAL BASIS FOR COOKIES

Where cookies are not strictly necessary, we rely on:

- **Consent** (UK GDPR and PECR) for analytics and optional cookies.
- **Legitimate interests** for essential security and operational cookies.

Strictly necessary cookies do not require consent under PECR.

7. MANAGING COOKIES

You can control or disable cookies at any time through your browser settings.

Most browsers allow you to:

- View cookies stored on your device.
- Delete existing cookies.
- Block cookies from specific websites.
- Block all cookies (may affect functionality).

Please note that disabling essential cookies may prevent parts of the Services from functioning correctly.

8. ANALYTICS TOOLS

We may use analytics tools such as PostHog or equivalent services to understand usage trends and improve product performance.

These tools may use cookies and similar tracking technologies to collect:

- Usage behaviour.
- Feature interaction data.
- System performance metrics.

All analytics data is processed in aggregated or pseudonymised form where possible.

9. UPDATES TO THIS COOKIE POLICY

We may update this Cookie Policy from time to time to reflect:

- Changes in technology.
- Legal or regulatory requirements.
- Updates to our Services.

Where material changes occur, we will update the “Last Updated” date and take appropriate steps to inform users where required.

10. CONTACT DETAILS

If you have any questions about this Cookie Policy, please contact:

Syntari LTD

Email: legal@syntari.co.uk