



# Certivo

## Cookie and Local Storage Policy

**Company:** Certivo Inc.

**Privacy Officer:** Aaron Hoyte

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## 1. Introduction

This Cookie Policy explains how Certivo Inc. ("Certivo," "we," "us," or "our") uses cookies and similar technologies on the Certivo ("Platform") at certivo.ca.

This Cookie Policy should be read in conjunction with our Privacy Policy, which provides further information about how we collect, use, and protect personal information.

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## 2. What Are Cookies?

Cookies are small text files that are stored on your device (computer, tablet, or mobile phone) when you visit a website. They are widely used to make websites work, to work more efficiently, and to provide reporting information.

Cookies set by the website operator (in this case, Certivo) are called "first-party cookies." Cookies set by parties other than the website operator are called "third-party cookies." Third-party cookies enable features or functionality provided by external services (e.g., payment processing, calendar integration).

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### 3. How We Use Cookies

The Certivo uses a minimal set of cookies, limited to those necessary for platform operation and user experience. We categorize our cookies as follows:

Category	Required?	Purpose	Consent Basis
Essential	Yes	Authentication, security, session management	Legitimate operational necessity
Functional	No (but enhances experience)	User preferences (theme, sidebar state)	Implied consent
Third-Party	Situational	Payment processing, OAuth authorization	Explicit consent at point of use
Analytics	None currently	N/A	N/A

## 4. Essential Cookies

Essential cookies are strictly necessary for the Platform to function. Without these cookies, the Platform cannot operate, and they cannot be disabled.

Cookie / Storage Key	Provider	Purpose	Duration	Data Stored
Firebase Auth session token	Google Firebase	Maintains the authenticated user session across page loads and app interactions. Contains an encrypted authentication token that identifies the user and their organization.	Session (cleared on logout or browser close)	Encrypted authentication token, user ID, organization ID
Firebase Auth persistence	Google Firebase	Stores authentication state to enable persistent login across browser sessions.	Persistent (until logout)	Encrypted authentication state
CSRF protection token	Certivo / Firebase	Protects against Cross-Site Request Forgery attacks by validating that form submissions and API requests originate from the legitimate Platform interface.	Session	Randomized security token
`r4e_session`	Certivo	Stores Client Portal session data (email-authenticated sessions) in sessionStorage. Used to maintain the client's authenticated state within a single browser session.	Session (cleared on tab/browser close)	Session identifier, client ID, organization ID
`__stripe_mid`	Stripe	Stripe fraud prevention identifier. Set when the Stripe payment form is loaded.	1 year	Unique device identifier for fraud detection
`__stripe_sid`	Stripe	Stripe session identifier for payment processing.	30 minutes	Session identifier

### 4.1 Why Essential Cookies Cannot Be Disabled

These cookies are required for:

- **Security:** Verifying your identity and preventing unauthorized access to your account and data
- **Multi-tenant isolation:** Ensuring you can only access data belonging to your organization
- **Session integrity:** Maintaining your login state as you navigate between views
- **Payment security:** Preventing fraudulent transactions during checkout

Blocking essential cookies will prevent you from logging in to or using the Platform.

## 5. Functional Cookies

Functional cookies enable the Platform to remember choices you have made and provide enhanced, personalized features. These cookies are not strictly necessary for the Platform to function but improve the user experience.

Cookie / Storage Key	Provider	Purpose	Duration	Data Stored
Theme preference	Certivo	Remembers whether the user has selected dark mode or light mode. Applicable to Tenant Suite and Instructor Suite, which support both themes.	Persistent (localStorage)	"dark" or "light" string value
Sidebar state	Certivo	Remembers whether the user has collapsed or expanded the navigation sidebar.	Persistent (localStorage)	Boolean collapsed/expanded state

### 5.1 Opting Out of Functional Cookies

You may disable functional cookies by clearing your browser's localStorage for certivo.ca. If you do so:

- Your theme preference will reset to the default on each visit
- The sidebar will return to its default state on each visit
- No other Platform functionality will be affected

## 6. Third-Party Cookies

Third-party cookies are set by external services integrated into the Platform. These cookies are only set when you actively use the associated feature.

## 6.1 Stripe (Payment Processing)

Cookie	Purpose	Set When	Duration
`__stripe_mid`	Fraud prevention — identifies the device to detect and prevent fraudulent payment activity	Stripe payment form is loaded (checkout, subscription management)	1 year
`__stripe_sid`	Session tracking for the active payment session	Stripe payment form is loaded	30 minutes

Stripe cookies are set only when you initiate a payment or access the billing management interface. Stripe's own privacy policy governs the use of these cookies: <https://stripe.com/privacy>

## 6.2 Google Calendar OAuth

Cookie	Purpose	Set When	Duration
Google OAuth session cookies	Facilitate the Google account authorization flow when connecting Google Calendar	User clicks "Connect Google Calendar" in integrations	Session

Google Calendar OAuth cookies are set only during the one-time authorization flow when a Tenant Administrator connects their Google Calendar. Google's privacy policy governs the use of these cookies: <https://policies.google.com/privacy>

## 6.3 No Social Media Cookies

The Certivo does not embed social media widgets, share buttons, or tracking pixels from social media platforms.

## 7. Analytics Cookies

**Certivo does not currently use any analytics cookies, tracking pixels, or web analytics services** (such as Google Analytics, Mixpanel, or similar).

If we introduce analytics cookies in the future:

- This Cookie Policy will be updated prior to their implementation
- Consent will be obtained before any analytics cookies are set
- Users will be provided with the ability to opt out
- We will comply with all applicable privacy legislation, including privacy-by-default requirements

## 8. Local Storage and Similar Technologies

In addition to cookies, the Platform uses the following browser storage technologies:

## 8.1 localStorage

Key	App	Purpose	Data Stored
Theme preference	Tenant Suite, Instructor Suite	Persist dark/light mode selection	Theme string
Sidebar state	Tenant Suite	Persist sidebar collapsed/expanded	Boolean value
`r4e_offline_queue`	Instructor Suite	Queue offline actions for later synchronization when internet connectivity is restored	Pending data operations (class updates, attendance, incidents)

## 8.2 sessionStorage

Key	App	Purpose	Data Stored
`r4e_session`	Client Portal	Maintain email-authenticated client session within current browser tab	Session ID, client ID, organization ID

## 8.3 IndexedDB

The Instructor Suite may use IndexedDB for offline data caching when operating without internet connectivity. This data is stored locally on the device and is synchronized with the server when connectivity is restored. No data is transmitted to third parties from IndexedDB.

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# 9. Managing and Disabling Cookies

## 9.1 Browser-Level Cookie Management

You can control and manage cookies through your browser settings. Most browsers allow you to:

- View what cookies are stored and delete them individually
- Block third-party cookies
- Block all cookies from specific sites
- Block all cookies
- Delete all cookies when you close the browser

Instructions for managing cookies in common browsers:

- **Google Chrome:** Settings > Privacy and security > Cookies and other site data
- **Mozilla Firefox:** Settings > Privacy & Security > Cookies and Site Data
- **Microsoft Edge:** Settings > Cookies and site permissions > Cookies and site data
- **Safari:** Preferences > Privacy > Manage Website Data
- **Opera:** Settings > Privacy & security > Cookies

## 9.2 Clearing Local Storage

To clear localStorage and sessionStorage data:

1. Open your browser's Developer Tools (usually F12 or Ctrl+Shift+I)
2. Navigate to the "Application" or "Storage" tab
3. Select "Local Storage" or "Session Storage" for certivo.ca
4. Click "Clear All" or delete individual items

## 9.3 Stripe Cookie Management

Stripe essential cookies cannot be selectively blocked while using Stripe-powered payment features. If you wish to avoid Stripe cookies, do not initiate payment transactions through the Platform. Contact your Tenant Administrator to arrange alternative payment methods if needed.

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# 10. Impact of Disabling Cookies

## 10.1 Essential Cookies Disabled

If you disable essential cookies (Firebase Auth, CSRF tokens):

- **You will not be able to log in to the Platform**
- **You will not be able to access any Platform features**
- **All authenticated functionality will be unavailable**
- The Platform requires authentication cookies to verify your identity and enforce data security

## 10.2 Functional Cookies Disabled

If you disable or clear functional cookies:

- Your theme preference (dark/light mode) will not be remembered between sessions
- Your sidebar state will not be remembered between sessions
- All other Platform functionality will operate normally
- No data loss will occur

## 10.3 Third-Party Cookies Disabled

If you block third-party cookies:

- **Stripe:** You may be unable to complete payment transactions within the Platform. Stripe requires its cookies for fraud prevention. If blocked, contact your Tenant Administrator for alternative payment arrangements.
  - **Google Calendar:** You may be unable to connect Google Calendar. The OAuth authorization flow may fail without Google's session cookies.
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## 11. Quebec Law 25 — Privacy by Default

Although Certivo is incorporated in Alberta and primarily operates under Alberta's PIPA, we recognize the requirements of Quebec's **Act respecting the protection of personal information in the private sector** (Law 25), which includes **privacy-by-default** provisions.

### 11.1 Our Approach

In alignment with privacy-by-default principles:

- **No non-essential cookies are set by default.** Functional cookies (theme, sidebar) are only created when the user actively makes a preference selection.
- **No analytics or tracking cookies are used.** Certivo does not track users across websites or collect data for advertising purposes.
- **Third-party cookies are only triggered by user action.** Stripe cookies are set only when a user initiates a payment. Google OAuth cookies are set only when a user explicitly connects their Google Calendar.
- **Cookie settings provide the highest level of privacy by default.** Users do not need to take any action to achieve maximum privacy protection — it is the default state.

### 11.2 Transparency Controls

Certivo provides the following transparency measures:

- This Cookie Policy is accessible from within the Platform
- The types and purposes of all cookies are clearly disclosed
- Users are informed before third-party cookies are set (e.g., before initiating a Stripe checkout or Google Calendar connection)

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## 12. Changes to This Policy

Certivo may update this Cookie Policy from time to time to reflect changes in the cookies we use, our technology, or legal requirements. When material changes are made:

- The "Last Updated" date at the top of this policy will be revised
  - Tenant Administrators will be notified of significant changes
  - If new categories of cookies are introduced (e.g., analytics), consent will be obtained before they are deployed
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## 13. Contact Information

For questions or concerns about this Cookie Policy or our use of cookies, please contact:

**Aaron Hoyte, Privacy Officer** Certivo Inc. 4952 Westbrooke Rd. Blackfalds, Alberta, Canada T4M 0L1 Email: aaron@certivo.ca

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*This Cookie Policy is effective as of March 1, 2026.*

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