SA TENDERS AI

Cookie Policy

What cookies and similar technologies SA Tenders AI uses, why, and how you can control them, in line with POPIA and the ECT Act.

EFFECTIVE	LAST REVISED	REGULATED BY
1 June 2025	23 November 2026	POPIA · ECT Act (SA)

1 What Cookies Are

Cookies are small text files stored on your device when you visit a website. We also use related technologies: your browser's local storage, which stays until it is cleared, and session storage, which is cleared when you close the tab. Together they let the Platform keep you signed in, remember choices and stay secure.

2 Cookies (Essential, Always Active)

Our sign-in system sets these cookies. They are strictly necessary for the Platform to work, cannot be switched off, and do not track you across other websites.

- **Session cookie** (`authjs.session-token`): keeps you signed in. It lasts at most 7 days, and ends when you sign out.
- **Security cookie** (`authjs.csrf-token`): protects the sign-in form against forged requests. It ends when you close the browser.
- **Return cookie** (`authjs.callback-url`): returns you to the page you were on after signing in. It ends when you close the browser.

On the secure site these names start with `__Secure-` or `__Host-`.

3 Local Storage (Stays on Your Device)

- **`tch:last-activity`**: When you last used the site, to sign you out after 45 minutes of inactivity. *Kept: Until you sign out or clear your browser.*
- **`tch:cookie-notice:v1`**: That you have seen the cookie notice. *Kept: Until you clear your browser.*
- **`sta_attr_v1`**: How you first reached the site (see below). *Kept: 90 days, or until sent with your registration.*

- **`sta_problem_v1`**: Your answer to “What do you need help with today?”, to open the right tool. *Kept: Until you clear your browser.*
- **`tch:app-use`**: Which parts of the app you have used, so the feedback card asks only after real use. *Kept: Until you clear your browser.*

4 Session Storage (Cleared When You Close the Tab)

- **`tch.pro-trigger`**: Which locked feature you clicked.
- **`tch:bought-plan`**: The plan you are paying for, so the page you return to waits for it.
- **`tch:comply-use`**: How far you went through your I Comply results, for the feedback card.

When you click a Pro feature, its label (for example *boq_pricing*) is also sent to our server as an anonymous count. If you go on to subscribe, the label is saved once with your payment.

5 How You Reached Us, and When It Becomes Personal Information

On your first visit we note in local storage the tracking tags on the link you followed (if any, for example “utm_source”), including the click reference Google adds to its ad links, the website or search engine that referred you, and the first page you landed on. On its own this record identifies no one.

If you register, the record and your answer to “What do you need help with today?” are sent once with your registration and stored with your organisation’s account. From then on they are **personal information** about your account: they are handled under our **Privacy Policy**, kept as long as the account, never shared with third parties and never used to track you on other websites. Daily totals that name no one (how many visitors chose each option) are kept for 45 days.

6 Analytics (Cookieless)

We use Vercel Web Analytics to count page views and measure site performance. It is **cookieless**: it sets no cookies, stores nothing on your device, does not track you across other websites, and does not collect personal identifiers. Visits are counted using an anonymous hash that cannot be linked back to you.

7 Third-Party Pages and Scripts

- **Payments:** you pay on Stitch’s own secure page, which sets its own cookies under Stitch’s cookie and privacy policies. We never receive your card details.

- **Google:** only if you choose “Continue with Google” or connect Google Drive. Google’s sign-in page and its Drive scripts may then set Google’s own cookies, under Google’s policies.
- **Marketing:** SA Tenders AI does **not** run advertising or marketing cookies, and does not use third-party advertising trackers or pixels. If we introduce any in future, we will update this policy and ask for your consent before they are set.

8 Managing Cookies

You can block or delete cookies and stored data through your browser settings. Our cookies are essential to the service, so disabling them will prevent you from signing in or using core features. Clearing your browser data removes everything in sections 3 and 4. We show a one-time notice on your first visit; as we set only essential cookies, there are no optional cookies to opt out of.

9 Contact

Questions about this Cookie Policy can be sent to our Information Officer at **privacy@satendersai.co.za**. See also our **Privacy Policy**.

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