



Cookie Policy

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This Cookie Policy explains how Liivra (Pty) Ltd ("**Liivra**", "**we**", "**us**", or "**our**") uses cookies and similar tracking technologies on our website at liivra.com (<https://liivra.com>) and related web services (the "**Website**"). It should be read together with our Privacy Policy (/legal/privacy_policy).

Note for mobile app users: The Liivra mobile application does not use browser cookies. However, it uses similar technologies for analytics and functionality, which are described in our Privacy Policy, Section 11.

1. What Are Cookies?

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

Cookies can be:

- **First-party cookies** — set by the website you are visiting (liivra.com).
- **Third-party cookies** — set by a service other than the website you are visiting (e.g., an analytics provider).
- **Session cookies** — temporary cookies that are deleted when you close your browser.
- **Persistent cookies** — cookies that remain on your device for a set period or until you delete them.

2. Cookie Categories

We group cookies into four categories based on their purpose:

2.1 Strictly necessary cookies

These cookies are essential for the Website to function. They enable core features such as authentication, security, and session management. You cannot opt out of these cookies because the Website would not work without them.

2.2 Functional cookies

These cookies remember your choices and preferences (such as your preferred theme or language) to provide a more personalised experience. They are not essential but enhance usability.

2.3 Analytics cookies

These cookies help us understand how visitors use the Website — which pages are visited most, how users navigate between pages, and whether users encounter errors. The data collected is aggregated and anonymised. We use this information to improve the Website.

2.4 Marketing cookies

We do **not** currently set marketing or advertising cookies. If we introduce marketing cookies in the future, we will update this policy and obtain your consent before setting them.

3. Specific Cookies We Use

The following table lists the cookies and similar technologies used on the Website:

Strictly Necessary

Cookie name	Provider	Purpose	Duration	Type
`__session`	Firestore Auth	Maintains your authenticated session after login	Session	First-party
`sb-access-token`	Supabase	Authentication token for API requests	1 hour	First-party
`sb-refresh-token`	Supabase	Refreshes your authentication session	7 days	First-party
`__Host-next-auth.csrf-token`	Next.js	Cross-site request forgery protection	Session	First-party
`__Secure-next-auth.callback-url`	Next.js	Stores the return URL after authentication	Session	First-party

Functional

Cookie name	Provider	Purpose	Duration	Type
`theme`	next-themes	Stores your light/dark mode preference	1 year	First-party
`locale`	Liivra	Stores your preferred language (en, zu, af, st)	1 year	First-party
`NEXT_LOCALE`	Next.js	Internationalisation routing	Session	First-party
`cookie-consent`	Liivra	Records your cookie consent preferences	1 year	First-party

Analytics

Cookie name	Provider	Purpose	Duration	Type
`ph_phc_*`	PostHog	Identifies unique visitors for product analytics. Contains an anonymised visitor ID — no personal information.	1 year	First-party (set by PostHog JS SDK)
`ph_*_posthog`	PostHog	Stores PostHog session and feature-flag state	Session	First-party
`_ga`	Google Analytics	Distinguishes unique visitors	2 years	Third-party (Google)
`_ga_*`	Google Analytics	Maintains session state	2 years	Third-party (Google)
`_clck`	Microsoft Clarity	Identifies unique visitors for session replay and heatmaps	1 year	Third-party (Microsoft)
`_clsk`	Microsoft Clarity	Connects page views into a single Clarity session	1 day	Third-party (Microsoft)
`CLID`	Microsoft Clarity	Identifies the first time Clarity saw this user	1 year	Third-party (Microsoft)

Marketing

No marketing cookies are currently in use. This section will be updated if that changes.

4. Local Storage and Similar Technologies

In addition to cookies, the Website and mobile app may use:

- **Local storage** (browser) — Used by PostHog and Firebase SDKs to store session identifiers and feature-flag evaluations. Data persists until cleared by the user or the application.
- **IndexedDB** (browser) — Used by Firebase for offline caching of Firestore data.

- **Push notification tokens** (mobile) — Firebase Cloud Messaging tokens stored on your device to deliver push notifications you have opted into.

These technologies serve similar purposes to cookies and are covered by this policy.

5. How to Manage Cookies

5.1 Cookie consent banner

When you first visit the Website, a cookie consent banner allows you to accept or customise which cookie categories you permit. You can change your preferences at any time by clicking the cookie settings link in the Website footer.

Strictly necessary cookies cannot be disabled as they are required for the Website to function.

5.2 Browser settings

You can also manage cookies through your browser settings. Here are instructions for the most common browsers:

- **Google Chrome:** Settings ' Privacy and Security ' Cookies and other site data

<https://support.google.com/chrome/answer/95647> (<https://support.google.com/chrome/answer/95647>)

- **Mozilla Firefox:** Settings ' Privacy & Security ' Cookies and Site Data

<https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer> (<https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer>)

- **Apple Safari:** Preferences ' Privacy ' Manage Website Data

<https://support.apple.com/en-za/guide/safari/sfri11471> (<https://support.apple.com/en-za/guide/safari/sfri11471>)

- **Microsoft Edge:** Settings ' Cookies and site permissions ' Manage and delete cookies and site data

<https://support.microsoft.com/en-us/microsoft-edge/manage-cookies-in-microsoft-edge> (<https://support.microsoft.com/en-us/microsoft-edge/manage-cookies-in-microsoft-edge>)

5.3 Opt-out links for specific providers

- **PostHog:** You can opt out of PostHog analytics via our cookie consent banner, or by enabling the "Do Not Track" (DNT) setting in your browser. Our PostHog configuration respects DNT signals.
- **Google Analytics:** Install the Google Analytics Opt-out Browser Add-on (<https://tools.google.com/dlpage/gaoptout>).
- **Microsoft Clarity:** Opt out via our cookie consent banner. Clarity does not currently offer a standalone opt-out mechanism.

6. Impact of Disabling Cookies

If you choose to disable or block certain cookies, please be aware of the following:

| Cookie category | Impact of disabling | |---|---| | **Strictly necessary** | Cannot be disabled. The Website requires these to function. | | **Functional** | Your preferences (theme, language) will not be remembered between visits. You will see the default settings each time. | | **Analytics** | No impact on your experience. We will not be able to count your visit or understand how you use the Website, which may affect our ability to improve the service. | | **Marketing** | No impact (no marketing cookies are currently in use). |

Disabling cookies does not prevent you from using the Website, but certain features may not work as intended.

7. Do Not Track (DNT)

Some browsers offer a "Do Not Track" setting that sends a signal to websites. There is no universally accepted standard for how websites should respond to DNT signals. Liivra's analytics configuration (PostHog) is set to **respect DNT signals** — if your browser sends a DNT header, PostHog will not track your session.

8. Children

Our Website is not directed at children under 18. We do not knowingly use cookies to collect personal information from children. For more details, see our Privacy Policy (/legal/privacy_policy), Section 12.

9. Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our use of cookies, new technologies, or legal requirements. When we make changes:

- We will update the "Last updated" date and version number at the top of this document.
- For material changes (e.g., introduction of marketing cookies), we will re-display the cookie consent banner so you can review and update your preferences.

We encourage you to review this Cookie Policy periodically.

10. Contact Us

If you have questions about this Cookie Policy or our use of cookies:

- **Email:** privacy@liivra.com
- **General support:** support@liivra.com

For broader questions about how we handle your personal information, please see our Privacy Policy (/legal/privacy_policy) or POPIA Compliance Statement (/legal/popia_statement).