

Cookie Policy

Version: 1.4 · Effective date: 2 March 2026 · Last updated: 4 October 2026

1. Introduction

This Cookie Policy explains how **WIDECLERK, LDA.** (NIPC 516 434 080, Praça das Flores, N.º 45, 1200-257 Lisboa, Portugal) uses cookies and similar technologies on its web portals:

- clerk.wideclerk.com (Clerk Portal)
- app.wideclerk.com (App Portal)
- developer.wideclerk.com (Developer Portal)
- www.wideclerk.com (corporate website)

This Policy supplements the Privacy Policy and must be read together with it.

2. What Cookies Are

Cookies are small text files stored on the user's device (computer, tablet, smartphone) when visiting a website. They allow the website to recognise the device and store information about preferences and sessions.

Similar technologies include: *Local Storage / Session Storage* — storage in the browser; *pixels / web beacons* — invisible elements used for tracking; *fingerprinting* — identification based on the characteristics of the device.

3. Types of Cookies Used

3.1. Strictly necessary cookies

These cookies are essential for the operation of the Platform and cannot be switched off.

COOKIE	PURPOSE	DURATION	TYPE
sb-access-token	Supabase authentication (user session)	Session	First-party
sb-refresh-token	Supabase session renewal	7 days	First-party
session_id	Identification of the active session	Session	First-party
csrf_token	Protection against CSRF attacks	Session	First-party
wideclerk_consent	Stores the user's cookie preferences on the corporate website (<i>local storage</i> , not a cookie)	Until withdrawn	First-party
wideclerk_cookie_consent	The same record, on the Clerk Portal (<i>local storage</i> , not a cookie)	Until withdrawn	First-party

Legal basis: legitimate interest — necessary for the operation of the service (Art. 6(1)(f) GDPR; Art. 5(3) ePrivacy Directive, exempt from consent).

3.2. Functionality / preference cookies

COOKIE	PURPOSE	DURATION	TYPE
locale	Language preference	12 months	First-party
theme	Theme preference (light/dark)	12 months	First-party
sidebar_state	Sidebar state (open/closed)	12 months	First-party
selected_client	Last selected client	Session	First-party

Legal basis: consent (Art. 6(1)(a) GDPR).

3.3. Visit analytics (without cookies)

Wideclerk **does not use any analytics cookie**. Vercel Web Analytics is not enabled on any of the portals (verified on 13 September 2026).

On the **corporate website**, **Plausible Analytics** (an Estonian company with infrastructure in the EU) is used for aggregated visit statistics. Plausible **sets no cookies and writes no information to the device**: it only reads the `localStorage.plausible_ignore` key, a manual flag used to exclude the team's own traffic, which the website never writes. It collects no personal identifiers and cannot follow a visitor across different sites.

Legal basis: legitimate interest (Art. 6(1)(f) GDPR). Because it neither stores nor accesses information of its own on the user's terminal equipment, this analytics falls outside Article 5(3) of the ePrivacy Directive and therefore does not depend on consent.

Plausible is not used on any of the portals. The addresses of the Clerk, App and Developer Portals contain client identifiers, so they are not sent to any analytics provider.

3.4. Campaign measurement (corporate website)

On the corporate website, the origin of the visit (campaign, search engine or referring site) is carried **in the page address**, with nothing stored on the device. This operation falls outside Article 5(3) of the ePrivacy Directive, as it neither stores nor accesses information on the terminal equipment, and takes place regardless of consent.

Only if the user consents to the *Advertising* category is the following stored:

ITEM	PURPOSE	DURATION	TYPE
wideclerk_first_touch	Remembers the campaign that brought the first visit, to measure which marketing actions generate enquiries (<i>local storage</i> , not a cookie)	90 days	First-party

Legal basis: consent (Art. 6(1)(a) GDPR; Art. 5(3) of the ePrivacy Directive, transposed by Article 5 of Portuguese Law no. 41/2004). Without consent, nothing is stored.

Note: Wideclerk does NOT use Google Analytics, Facebook Pixel or other third-party tracking tools on the Platform portals or on the corporate website.

4. Third-Party Cookies

The Platform may include third-party content or integrations that set their own cookies:

THIRD PARTY	PURPOSE	COOKIE POLICY
Supabase	Authentication and session management	supabase.com/privacy
Vercel	Hosting (Web Analytics is not enabled)	vercel.com/legal/privacy-policy
Google Fonts	Typefaces for the corporate website. The browser's request transmits the visitor's IP address to Google	policies.google.com/privacy
Google Sign-In	Authentication with a Google account on the Clerk Portal (g_state cookie)	policies.google.com/privacy
Sentry	Error logging and session replay for diagnostics, on the Clerk Portal. Servers in the EU (Germany). Replay runs with all text masked and images blocked	sentry.io/privacy
Plausible Analytics	Aggregated visit statistics for the corporate website. No cookies, nothing written to the device. Servers in the EU (Estonia)	plausible.io/privacy

Wideclerk does not control cookies set by third parties. We recommend consulting their respective cookie policies. The complete list of Wideclerk's sub-processors is available at wideclerk.com/legal/en/subprocessors.html.

5. Managing Cookies

5.1. Consent banner

On the first visit to the **corporate website** (www.wideclerk.com) and to the **Clerk Portal**, a consent banner is shown that allows the user to: accept all cookies; reject non-essential cookies; or customise the selection by category.

Rejecting is as easy as accepting — both options are buttons of equal size, shown side by side.

Wideclerk's internal management tools, used exclusively by its own team, set only the cookies strictly necessary for authentication and session security. Under Article 5(2) of Portuguese Law no. 41/2004, that storage is exempt from consent, so they show no banner.

5.2. Changing preferences

The user may change their cookie preferences at any time, through the "Cookie settings" link in the footer of the Platform, or through the browser's settings.

5.3. Browser settings

BROWSER	INSTRUCTIONS
Chrome	Settings > Privacy and security > Cookies
Firefox	Settings > Privacy & Security > Cookies
Safari	Preferences > Privacy > Cookies
Edge	Settings > Cookies and site permissions

Note: disabling strictly necessary cookies may affect the operation of the Platform.

6. Local Storage and Session Storage

KEY	PURPOSE	TYPE	DURATION
auth_token	Authentication token	Session Storage	Session
user_preferences	User preferences	Local Storage	Persistent
cache_*	Data cache for performance	Local Storage	Variable
wideclerk_consent	Cookie preferences (corporate website) — see 3.1	Local Storage	Until withdrawn
wideclerk_cookie_consent	Cookie preferences (Clerk Portal) — see 3.1	Local Storage	Until withdrawn
wideclerk_first_touch	Originating campaign, only with consent — see 3.4	Local Storage	90 days
wideclerk-lang	Language chosen on the Clerk Portal	Local Storage	Persistent
sentryReplaySession	Sentry diagnostic session identifier (Clerk Portal) — see 4	Session Storage	Session

This data can be cleared through the browser's settings (Browsing data > Site data).

7. Data Transfers

Data collected through cookies may be processed on the servers of our sub-processors, as described in the Privacy Policy and in the DPA. Where applicable, appropriate safeguards (SCCs) are in place for transfers outside the EEA.

8. Data Retention

TYPE OF COOKIE	RETENTION PERIOD
Session	Deleted when the browser is closed
Persistent (preferences)	Up to 12 months
Consent	12 months (then asked again)

9. User Rights

Under the GDPR, the user has the right to: be informed about the cookies used (this Policy); give or withdraw consent for non-essential cookies; access, rectify and erase data collected through cookies; lodge a complaint with the Portuguese supervisory authority, the CNPD (www.cnpd.pt).

To exercise your rights: privacy@wideclerk.com

10. Changes

Wideclerk may update this Cookie Policy. Significant changes will be communicated through an updated cookie banner. The "last updated" date at the top of the document indicates when the Policy was last revised.

11. Contacts

For questions about cookies

Email: privacy@wideclerk.com

12. Applicable Law

This Policy is governed by: Regulation (EU) 2016/679 (GDPR); Directive 2002/58/EC (ePrivacy Directive); Portuguese Law no. 41/2004 of 18 August (Electronic Communications Privacy Law); Portuguese Law no. 58/2019 of 8 August (GDPR implementation law).

PENDING ACTIONS AND LEGAL REVIEW

This Cookie Policy was drawn up in compliance with Portuguese and European legislation.

[PENDING] ☐ Audit the cookies of the logged-in portals (*browser dev tools*) ☐ Legal review by Dr. Samuel Oliveira (Portuguese Bar Association card no. 59720L, Lisbon district, registration no. 271667).

Binding version. This document was drawn up in the English language. Any translations into other languages are provided solely for the reader's convenience. In the event of any divergence or conflict of interpretation between language versions, the English-language version always prevails. This concerns the language of interpretation only: the applicable law stated in this document, and any forum it agrees, are unchanged.