

# Cookie Declaration

Nesy.Systems OÜ (operating as ValetOS)

Registry Number: 14977017

Ehitajate tee 72-36  
Mustamäe linnaosa  
Tallinn, 12915  
Estonia

Version 1.0 | Effective Date: December 15, 2024 | Last Updated: December 11, 2025

## 1. What Are Cookies?

Cookies are small text files that are stored on your device (computer, tablet, or mobile phone) when you visit our website or use the ValetOS platform. They help us provide you with a better experience by remembering your preferences, keeping you logged in, and understanding how you use our services.

## 2. Why We Use Cookies

ValetOS uses cookies and similar tracking technologies for several purposes:

- **Essential functionality:** To enable core features like authentication, security, and remembering your settings
- **Performance and analytics:** To understand how our platform is used and identify areas for improvement
- **User experience:** To remember your preferences and personalize your experience
- **Security:** To detect and prevent fraud, abuse, and security threats
- **Marketing and communications:** To deliver relevant information about ValetOS features and updates (with your consent where required)

## 3. Types of Cookies We Use

| Category                  | Purpose   | Duration                | Consent Required           |
|---------------------------|---|-------------------------|----------------------------|
| <b>Strictly Necessary</b> | Enable core functionality: authentication, session management, security features. Without these cookies, the platform cannot function properly. | Session or up to 1 year | No (essential for service) |

|                                    |   |               |                             |
|------------------------------------|---|---------------|-----------------------------|
| <b>Performance &amp; Analytics</b> | Help us understand how users interact with ValetOS, which features are used most, and where improvements are needed. May include anonymized usage statistics. | Up to 2 years | Yes (in some jurisdictions) |
| <b>Functional</b>                  | Remember your preferences, language settings, and customization choices to provide a personalized experience.   | Up to 1 year  | No (enhances functionality) |
| <b>Marketing &amp; Targeting</b>   | Track your interactions with our marketing materials, deliver relevant content, and measure campaign effectiveness. May be set by third-party partners.       | Up to 2 years | Yes (always)                |

## 4. Third-Party Cookies

In addition to our own cookies ("first-party cookies"), we may use cookies from trusted third-party service providers, including:

### 4.1 Service Providers

- **Analytics providers:** Help us understand platform usage and performance (e.g., Google Analytics or similar services)
- **Infrastructure providers:** Support hosting, content delivery, and technical operations (e.g., AWS CloudFront)
- **Communication tools:** Enable messaging features and customer support functionality
- **Payment processors:** Facilitate secure payment transactions (cookies for fraud prevention and PCI compliance)

### 4.2 Integration Partners

When you connect ValetOS with third-party services (booking channels, payment gateways, messaging platforms), those services may set their own cookies. We recommend reviewing their privacy and cookie policies:

- Booking platforms (e.g., Booking.com, Expedia)
- Payment processors (e.g., Stripe, Square)
- Communication services (e.g., Twilio, WhatsApp)
- Property management integrations

## 5. How to Manage Your Cookie Preferences

### 5.1 Cookie Banner

When you first visit our website, you'll see a cookie banner that allows you to accept or customize your cookie preferences. You can change these settings at any time by clicking the "Cookie Settings" link in the website footer or by contacting us.

### 5.2 Browser Settings

Most web browsers allow you to control cookies through their settings. You can typically:

- **Block all cookies:** Prevent any website from storing cookies on your device
- **Block third-party cookies:** Allow only cookies from sites you visit directly
- **Delete cookies:** Remove cookies that have already been stored
- **Receive notifications:** Get alerts when websites want to set cookies

**Important:** If you disable or block essential cookies, some features of ValetOS may not work properly, and you may not be able to access certain parts of the platform.

### 5.3 Browser-Specific Instructions

For detailed instructions on managing cookies in your browser:

- **Google Chrome:** Settings → Privacy and security → Cookies and other site data
- **Mozilla Firefox:** Settings → Privacy & Security → Cookies and Site Data
- **Safari:** Preferences → Privacy → Cookies and website data
- **Microsoft Edge:** Settings → Cookies and site permissions → Cookies and site data
- **Mobile devices:** Check your device's settings menu under Privacy or Safari/Chrome settings

### 5.4 Opt-Out Tools

For analytics and advertising cookies, you may also use these opt-out mechanisms:

- **Google Analytics Opt-out:** <https://tools.google.com/dlpage/gaoptout>
- **Network Advertising Initiative:** <https://optout.networkadvertising.org>
- **Digital Advertising Alliance:** <https://optout.aboutads.info>
- **European Interactive Digital Advertising Alliance:** <https://youronlinechoices.eu>

## 6. Similar Technologies

In addition to cookies, we may use similar tracking technologies:

- **Web beacons (pixels):** Small graphic images embedded in web pages or emails to track interactions
- **Local storage:** HTML5 local storage for storing preferences and session data
- **Session storage:** Temporary storage that's deleted when you close your browser
- **Device identifiers:** Unique identifiers on mobile devices for analytics and functionality

These technologies serve similar purposes to cookies and are managed through the same controls described in this declaration.

## 7. Legal Basis for Using Cookies

Under GDPR and ePrivacy regulations, we use cookies based on the following legal grounds:

- **Strictly necessary cookies:** Exempted from consent requirements (GDPR Recital 30, ePrivacy Directive Article 5(3))
- **Performance and functional cookies:** Legitimate interest in improving our service
- **Marketing cookies:** Your explicit consent, which you can withdraw at any time

## 8. Updates to This Cookie Declaration

We may update this Cookie Declaration from time to time to reflect changes in our practices, technologies, legal requirements, or service improvements. Changes will be indicated by updating the "Last Updated" date at the top of this document.

For significant changes that affect your rights or choices, we will provide additional notice through:

- Prominent notice in the cookie banner
- Email notification to registered users
- Notice on our website homepage

## 9. More Information & Contact

For questions about cookies, our use of tracking technologies, or to exercise your privacy rights, please contact us:

**Email:** [info@valet-os.com](mailto:info@valet-os.com)

**Postal Address:**

Nesy.Systems OÜ  
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Mustamäe linnaosa  
Tallinn, 12915  
Estonia

**Related Documents:**

For comprehensive information about how we handle your personal data, please review our Privacy Policy, available at [valet-os.com/privacy](http://valet-os.com/privacy) or by request at [info@valet-os.com](mailto:info@valet-os.com).

## 10. Additional Resources

To learn more about cookies and online privacy:

- **All About Cookies:** <https://www.allaboutcookies.org>
- **Your Online Choices (EU):** <https://www.youronlinechoices.com>
- **Network Advertising Initiative:** <https://www.networkadvertising.org>
- **Digital Advertising Alliance:** <https://www.aboutads.info>
- **ICO Cookie Guidance (UK):** <https://ico.org.uk/for-organisations/guide-to-pecr/cookies>

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*This Cookie Declaration complies with GDPR (EU) 2016/679, ePrivacy Directive 2002/58/EC as amended, and applicable data protection laws. We are committed to transparency in our data practices.*