MENTIQ — COOKIE POLICY

Last Updated: 2025-12-09

This Cookie Policy explains how **Mentiq Inc.** ("**Mentiq**," "**we**," "**us**," or "**our**") uses cookies and similar technologies in connection with the Mentiq platform, websites, dashboards, analytics tools, APIs, SDKs, and related services (collectively, the "**Service**").

This Cookie Policy should be read together with our **Privacy Policy**, **Terms of Service**, and **Data Processing Addendum (DPA)**.

IMPORTANT JURISDICTION NOTICE

Mentiq currently operates **outside the European Union** and does not intentionally target EU residents. This Cookie Policy reflects best practices under applicable non-EU privacy laws and industry standards.

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1. WHAT ARE COOKIES AND SIMILAR TECHNOLOGIES

Cookies are small text files stored on your device when you access a website or online service. Cookies allow services to recognize your device, authenticate users, maintain sessions, and improve performance.

We also use similar technologies such as:

- Local storage

- Pixels and beacons

- SDK telemetry

- Log files

For simplicity, these are collectively referred to as "cookies" in this policy.

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2. CATEGORIES OF COOKIES WE USE

2.1 Strictly Necessary Cookies

These cookies are essential for the operation of the Service and cannot be disabled.

They are used for:

- User authentication

- Secure session management

- Account access controls

- Fraud and abuse prevention

- Load balancing and stability

Without these cookies, the Service will not function properly.

2.2 Functional Cookies

These cookies enhance user experience and platform usability.

They may be used to:

- Remember account preferences

- Maintain user settings

- Customize dashboard behavior

- Support feature functionality

Disabling functional cookies may reduce Service functionality.

2.3 Analytics and Performance Cookies

These cookies are used to understand how the Service is used and to improve performance and reliability.

They may collect information such as:

- Page views and navigation flows

- Feature interactions

- Session duration

- Error rates and crashes

- Performance metrics

Analytics cookie data is typically **aggregated, anonymized, or de-identified** and may contribute to **Derived Data** as defined in our Terms of Service.

2.4 Security Cookies

Security-focused cookies help us:

- Detect suspicious behavior

- Prevent unauthorized access

- Enforce rate limits

- Protect accounts and infrastructure

These cookies are essential to maintaining the integrity of the Service.

2.5 Marketing Cookies (Limited Use)

Mentiq may use limited cookies for marketing or promotional purposes **only in connection with Mentiq's own websites and direct users**.

Important limitations:

- Marketing cookies are **not used to target Customer End Users**

- Marketing cookies are **not used inside Customer applications**

- End User data is **not used for direct marketing by Mentiq**

Marketing cookies, where used, relate solely to:

- Website traffic attribution

- Campaign performance

- Conversion measurement

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3. EMAIL ADDRESSES, IDENTIFIERS, AND COOKIES

Cookies may be associated with:

- Customer account sessions

- Authorized user logins

- Session identifiers linked to email addresses or user IDs

Cookies are used to:

- Authenticate users

- Maintain secure sessions

- Associate usage activity with accounts

- Enforce security controls

Cookies are **not used** to:

- Independently identify End Users outside Customer instructions

- Send marketing communications to End Users

- Sell or share personal data

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4. COOKIES AND END USERS

Where Customers submit End User Data to the Service:

- Cookies may be used solely to support analytics, authentication, and security

- Mentiq processes such cookie-related data **only on Customer instructions**

- Mentiq does **not** independently place marketing cookies on End Users' devices

Customers remain responsible for obtaining any required end-user notices or consent related to their applications.

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5. THIRD-PARTY COOKIES AND SERVICES

Mentiq may allow trusted Subprocessors or service providers to set cookies or similar technologies in connection with the Service, including:

- Cloud infrastructure providers

- Performance monitoring tools

- Error and crash reporting services

- Payment processors

Third-party cookie usage is governed by the applicable third party's policies. Mentiq does not control how third parties use cookies.

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6. COOKIE CONSENT AND MANAGEMENT

6.1 Consent

Depending on your location, consent for certain non-essential cookies may be required by law.

Where required:

- A cookie notice or banner may be presented

- Continued use of the Service may constitute consent

Strictly necessary cookies are always enabled.

6.2 Managing Cookies

You may manage or disable cookies through your browser settings. Please note that disabling cookies may impact Service functionality and account access.

Each browser provides instructions for deleting or blocking cookies through its help documentation.

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7. DATA RETENTION AND DERIVED DATA

Information collected through cookies may be used to:

- Operate and secure the Service

- Improve performance and usability

- Generate anonymized and aggregated **Derived Data**

Derived Data:

- Does not identify individuals

- Is not personal data

- May be retained indefinitely

8. CHILDREN'S INFORMATION

The Service is not intended for individuals under the age of 13. Mentiq does not knowingly place cookies on devices used by children without appropriate authorization.

9. CHANGES TO THIS COOKIE POLICY

We may update this Cookie Policy from time to time to reflect:

- Legal or regulatory changes

- Technology updates

- Operational improvements

Material changes will be communicated via the Service or website.

10. CONTACT INFORMATION

For questions about this Cookie Policy, please contact:

privacy@mentiq.com
Mentiq Inc.
[Insert Address]