

Cookie Policy

Last Updated: November 2nd, 2025

This Cookie Policy explains what cookies are, how Alincident uses them, and how you can control them. Cookies help our incident reporting platform work properly and help us understand how people use our service.

1. What Are Cookies?

Cookies are small text files stored on your computer or mobile device when you visit a website. They help websites remember information about your visit. Think of cookies like a name tag that helps the website recognize you when you come back.

Types of cookies:

- **First-party cookies:** Set by Alincident directly
- **Third-party cookies:** Set by other services we use (like Google Analytics)

2. Similar Technologies

We also use technologies that work like cookies:

- **Local Storage:** Stores data in your browser for faster performance
- **Session Storage:** Temporary storage that's cleared when you close your browser
- **Pixels:** Tiny invisible images that help us track how the service is used

For simplicity, when we say "cookies" in this policy, we also mean these similar technologies.

3. Types of Cookies We Use

Essential Cookies (Required)

These cookies are absolutely necessary for the service to work. Without them, you can't log in or use core features.

What they do:

- Keep you logged in as you navigate
- Remember your session
- Protect your account from unauthorized access
- Enable security features
- Make sure forms work correctly

Can you turn them off? No. If you block these cookies, you won't be able to use Alincident.

| Cookie Name | Purpose | How Long It Lasts |
|-------------------|---------------------------|------------------------------|
| aincident_session | Keeps you logged in | Until you close your browser |
| aincident_auth | Verifies your identity | 30 days |
| aincident_csrf | Prevents security attacks | Until you close your browser |

| Cookie Name | Purpose | How Long It Lasts |
|------------------|-------------------------|-------------------|
| aincident_locale | Remembers your language | 1 year |

Analytics Cookies (Optional)

These cookies help us understand how people use our service so we can make it better.

What they do:

- Count how many people visit our website
- See which pages are popular
- Understand how people navigate
- Find technical problems
- Measure feature performance

Can you turn them off? Yes. The service works fine without them.

| Cookie Name | Purpose | How Long It Lasts | Set By |
|-------------|----------------------------|-------------------|------------------|
| _ga | Identifies unique visitors | 2 years | Google Analytics |
| _gid | Identifies unique visitors | 24 hours | Google Analytics |
| _gat | Limits data collection | 1 minute | Google Analytics |

4. Third-Party Services and Their Cookies

We use trusted partners who may set their own cookies:

Stripe (Payment Processing)

- **What it does:** Processes subscription payments
- **Cookies it uses:** Only on Stripe's payment pages, not on Alincident
- **More info:** [Stripe Cookie Policy](#)

| Cookie Name | Purpose | How Long It Lasts |
|--------------|------------------|-------------------|
| __stripe_mid | Fraud prevention | 1 year |
| __stripe_sid | Fraud prevention | 30 minutes |

Google Analytics

- **What it does:** Tracks website usage
- **Cookies it uses:** Standard analytics cookies
- **More info:** [Google Analytics Cookie Usage](#)

AWS (Amazon Web Services)

- **What it does:** Cloud hosting and storage
- **Cookies it uses:** May set security and performance cookies

- More info: [AWS Cookie Notice](#)

Twilio

- **What it does:** Voice call and SMS processing and routing
- **Cookies it uses:** May set cookies for call quality
- More info: [Twilio Privacy Policy](#)

Important: These third-party services have their own privacy policies. We only share the minimum data necessary for them to work.

5. Why We Use Cookies

We use cookies to:

1. **Keep you logged in** - So you don't have to sign in on every page
2. **Secure your account** - Protect against unauthorized access
3. **Remember your preferences** - Like language settings
4. **Improve our service** - Understand how people use AIncident
5. **Enable core features** - Make incident reporting and notifications work
6. **Process payments** - Handle billing securely through Stripe
7. **Prevent fraud** - Detect suspicious activity

6. How Long Cookies Last

Cookies last for different amounts of time:

Session Cookies:

- Deleted automatically when you close your browser
- Used for your login session

Persistent Cookies:

- Stay on your device for a set time (or until you delete them)
- Used to remember your preferences
- Most last 30 days or less
- Analytics cookies may last up to 2 years

7. Your Cookie Choices

You have several ways to control cookies:

Opt Out of Analytics

You can stop Google Analytics from tracking you:

- Install the [Google Analytics Opt-out Add-on](#)
- Use browser privacy settings
- Use ad blockers

Browser Settings

Most browsers let you control cookies:

- **Google Chrome:** [Manage cookies in Chrome](#)

- **Mozilla Firefox:** [Manage cookies in Firefox](#)
- **Safari (Mac):** [Manage cookies in Safari](#)
- **Safari (iPhone/iPad):** [Manage cookies on iOS](#)
- **Microsoft Edge:** [Manage cookies in Edge](#)

What Happens If You Block Cookies

If you block essential cookies:

- You can't log in
- The service won't work
- Your reports won't be saved
- Security features won't work

If you block analytics cookies:

- The service works normally
- We have less data to improve the platform

Do Not Track

Some browsers have a "Do Not Track" (DNT) feature. We don't currently respond to DNT signals because:

- We only use essential cookies for core functions
- Analytics cookies are optional and can be disabled
- There's no industry standard for how to handle DNT

8. Mobile Devices

If you use Alincident on a mobile device, we may use mobile identifiers instead of cookies. You can control these in your device settings:

iPhone/iPad (iOS):

1. Go to Settings
2. Tap Privacy & Security
3. Tap Tracking
4. Turn off "Allow Apps to Request to Track"

Android:

1. Go to Settings
2. Tap Google
3. Tap Ads
4. Turn on "Opt out of Ads Personalization"

9. Cookies and Personal Data

Some cookies contain personal information, especially authentication cookies. We handle all cookie data according to our [Privacy Policy](#).

What might be in cookies:

- Account ID
- Session tokens
- Login status
- Language preference
- General location (country)

What's NOT in cookies:

- Passwords
- Social Security numbers
- Payment card details
- Incident report content

10. Updates to This Policy

We may update this Cookie Policy to reflect:

- Changes in the cookies we use
- New features
- Technology changes
- Legal requirements

When we update this policy:

- We'll change the "Last Updated" date at the top
- We'll notify you of material changes via email
- We'll post the updated policy on our website

Continued use after changes means you accept the updated policy.

11. International Users

If you're accessing Alncident from outside the United States, cookies may transfer information to U.S. servers. By using our service, you consent to this transfer.

We protect your information regardless of where it's processed.

12. Children

Alncident is for adults 18 and older. We don't knowingly collect information from anyone under 18 through cookies or otherwise. If you think we've collected information from someone under 18, contact us immediately.

13. Third-Party Websites

If you click links to other websites, this Cookie Policy doesn't apply there. Those sites have their own cookie policies. We recommend reading them before using those services.

14. Learn More About Cookies

Want to learn more about cookies in general?

- [All About Cookies](#)
- [Your Online Choices \(EU\)](#)
- [Network Advertising Initiative](#)

15. Contact Us

Questions about cookies?

AIncident Privacy Team

Email: privacy@aincident.io

Contact Form: <https://aincident.io/contact>

You can contact us to:

- Exercise your rights about cookie data
- Ask about specific cookies
- Report concerns
- Request deletion of cookie data

Cookie Use Summary:

Essential cookies (required for the service to work)

- Login and authentication
- Security protection
- Session management

Analytics cookies (optional)

- Google Analytics (you can opt out)

Third-party cookies

- Stripe (payment processing)
- AWS (hosting)
- Twilio (voice and SMS processing and routing)

Your choices:

- Essential cookies can't be turned off
- Analytics cookies can be disabled
- Use browser settings to control cookies
- Service works fine without optional cookies