

Cookie Policy for Quickport CRM

Effective Date: October 23, 2025

Last Updated: October 23, 2025

Our Commitment to Cookie-Free Authentication

Quickport CRM does **not use traditional browser cookies** for authentication, session management, or tracking. Instead, we use a modern, privacy-first approach with **JWT (JSON Web Tokens)** stored securely in your browser's local storage.

What This Means for You

- **No cookie consent banners:** You won't see intrusive cookie pop-ups when using Quickport CRM
- **Enhanced privacy:** JWT tokens are more secure and privacy-respectful than traditional cookies
- **Transparent authentication:** Tokens expire after 7 days and contain only your user ID—no tracking data
- **No third-party tracking:** We do not use advertising cookies, analytics cookies, or social media tracking pixels

What We Use Instead of Cookies

JWT Tokens (JSON Web Tokens):

- **Purpose:** Secure authentication and session management
- **Storage:** Browser local storage (not accessible by third parties)
- **Expiration:** 7 days from issuance
- **Content:** Only your user ID and token expiration timestamp—no personal data^{[1][2]}
- **Deletion:** Automatically cleared when you log out or after 7 days

Browser Local Storage:

- **Purpose:** Temporarily store non-sensitive application data (UI preferences, draft messages)
- **Privacy:** Data remains on your device and is never transmitted to third parties
- **Control:** You can clear local storage anytime via your browser settings (Settings → Privacy → Clear Data)

Third-Party Services

Quickport CRM integrates with the following third-party services, which may use their own cookies when you interact with them:

- **MSG91:** SMS and WhatsApp messaging (cookies set only on MSG91 domains, not Quickport CRM)
- **Razorpay/Instamojo:** Payment processing (cookies set only during payment gateway redirect)
- **AWS CloudFront:** Content delivery network (may set performance cookies for CDN optimization)

You can review the cookie policies of these third-party services on their respective websites.

Analytics and Tracking

Quickport CRM currently does **not use analytics services** (Google Analytics, Mixpanel, etc.) that rely on cookies. If we introduce analytics in the future, we will:

- Update this policy and notify you via email
- Implement cookie-free analytics solutions (e.g., server-side analytics)
- Provide clear opt-in/opt-out controls

Your Control Over Data

You can control your Quickport CRM data storage by:

- **Logging out:** Clears your JWT token and ends your session
- **Browser settings:** Clear local storage via Settings → Privacy → Clear Browsing Data → Local Storage
- **Account deletion:** Request permanent deletion of all your data (Privacy Policy, Section 8.3)

Changes to This Policy

If we introduce traditional cookies in the future, we will update this policy and implement a cookie consent banner in compliance with India's Digital Personal Data Protection Act, 2023.

Contact Us

If you have questions about our cookie-free approach or data storage practices:

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END OF COOKIE POLICY