

SANA Cookie Policy

Last updated 05 Jul 2025

Please read this Cookie Policy (“**policy**”) carefully before using **mysana.io** or the SANA mobile/web applications (together, the “**Service**”) operated by **SANA INC. LTD.** (“**SANA**,” “**we**,” “**us**,” “**our**”).

1 What are cookies?

Cookies are small text files placed on your computer, tablet or phone by websites you visit. Each cookie is unique to your browser and may contain anonymous information such as a numeric identifier, the website domain and some digits that remember preferences or activity.

We also use similar technologies—SDKs, pixel tags, local storage—which we treat as cookies in this policy.

2 Which cookies we use & why

Category	Purpose	Typical lifespan	Example providers
Strictly Necessary	Enable core functions: account log-in, secure checkout, load-balancing and fraud prevention. Without them the Service won’t work.	Session → 24 h	mysana_session, Cloudflare (__cf_bm)
Functional	Remember choices—e.g., language, region, whether you closed a pop-up—so you don’t have to set them every visit.	1 month → 1 year	sana_locale, cookieConsentDismissed
Analytics	Help us understand how visitors use SANA: which pages are viewed, where users drop off, how the app performs. Data is aggregated and anonymous.	1 day → 2 years	Google Analytics (_ga, _gid), Mixpanel (mp_*)
Marketing / Ads (optional)	Show relevant SANA ads on other sites and measure campaign	1 week → 6 months	Facebook Pixel (_fbp), Google Ads (_gcl_au)

Category	Purpose	Typical lifespan	Example providers
	effectiveness. Set only if you accept marketing cookies.		

Exact cookie names may change as our technology evolves, but we will always keep the categories and purposes the same.

3 Your choices

Manage via our banner

On your first visit we show a consent banner. You can *accept all*, *reject non-essential*, or *customise* categories. You can reopen the banner anytime via the “Cookie Settings” link in the footer.

Browser controls

Most browsers let you:

- delete existing cookies,
- block third-party cookies,
- set rules for specific sites.

Guides for major browsers are linked at www.allaboutcookies.org.

Mobile app settings

In the SANA app go to **Account › Privacy › Cookies & Tracking** to:

- reset the analytics ID,
- switch off marketing tracking (requires app restart).

Opt-outs apply to the device/browser you set them on.

4 Changes to this policy

We may update this policy to reflect legal or technical changes. When we do, we’ll post the new version and update the “Last updated” date. Significant changes will be highlighted on the site or in-app.

5 Contact us

Questions about cookies or privacy?

Email **hello@mysana.io** or write to:

Data Protection Officer

SANA INC. LTD.

128 City Road

London, EC1V 2NX

United Kingdom

We aim to reply within five business days.