

Cookie policy

Last updated on: May 21, 2021

Introduction

Rolo Innovation Inc. of 306 Victoria house, Victoria house, Mahe, Seychelles (Company registration number: 209498) (together with our subsidiaries, our holding company, subsidiaries of our holding company, and distributors collectively called "Rolo Innovation", "our," "we," or "us) believes in being transparent with how we collect and use data through our apps, services, features, software, or website (together, "Services"). This policy provides information about how and when we use "Cookies" for these purposes. For additional details on how we handle your privacy, please read our [Privacy Policy](#).

Contact information

If you have any questions, comments, or requests regarding your privacy and personal data, please email them to Rolo Innovation's Data Protection Officer (DPO), Noe Charmet: privacy@rolo.chat.

Governing language of our Privacy Policy

Our Cookie Policy is written in English (U.S.). Any translated version is provided solely for your convenience. To the extent any translated version of our Cookie Policy conflicts with the English (U.S.) version, the English (U.S.) version controls and remains the correct and most up-to-date version of this Cookie Policy. If our Cookie Policy is not available in the language you choose for our website or apps, we will default to showing you the English (U.S.) version, and it is your responsibility to accurately translate and understand the Cookie Policy before you choose to accept it.

Singular and plural terminology and definitions throughout our Cookie Policy are used interchangeably, and should not be construed as a fixed quantity unless clearly defined as such, e.g. "One (1) Item."

What is a cookie?

Cookies are small text files sent by us to your computer or mobile device, which primarily enable some of our features and functionality, as well as our ability to better understand your use of those features and functions. Some cookies are also used for us to offer our products and services to you, both within our websites and through some third-party websites and advertising networks.

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Cookies are unique to your User Account or your web browser. Session-based cookies last only while your browser is open and are automatically deleted when you close your browser. Persistent cookies last until you or your browser delete them or until they expire.

We also use technologies known as "Beacons", "Pixels" and "Tags", which we use in a similar way to how our use of cookies is described below.

How we use cookies

We use cookies to understand, secure, operate, and provide our Services. For example, we use cookies:

- to provide our Services, improve your experiences, understand how our Services are being used, and customize our Services for you;
- to enable and support our security features, and to help us detect malicious activity;
- to create logs and records of your access to our Services from different devices and locations;
- to understand which of our help documents and FAQs are most popular and to show you relevant content related to our Services;
- to remember your choices, such as your language preferences, and otherwise to customize our Services for you;
- to customize the design and content of our website based on popularity and your needs, understand mobile versus desktop users of our web-based Services, or understand the popularity and effectiveness of our web pages; and
- to promote our Services to existing and potential users of our Services, on our website, third-party websites, and through advertising networks.

How to control cookies

The cookie settings used by some of our Services only control the cookie usage on those particular Services, and you may need to change your cookie settings in multiple places. For example, our web app functions independently of our [website](#) and our [online help center](#). On our websites that do not require you to log in, you should see a "Cookie settings" button. Clicking that should re-open our Cookie notification, from which you can choose "I disagree" to disable those cookies which are not strictly necessary for our Services to function (such as those used for ad targeting).

If you log in to your account on our web app or mobile app, you will need to navigate to Settings and then Privacy, where you will be able to disable those cookies which are not strictly necessary for our Services to function (such as those used for better understanding your usage of our apps).

You can follow the instructions provided by your browser or device (usually located under "Settings" or "Preferences") to modify your cookie settings. Please note that if you set your

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browser or device to disable cookies or use an ad blocker, some of our Services may not function properly.

What cookies we use

To better provide you with transparency as to how our Services operate, you can find a list of the cookies that Rolo Innovation uses across our Services along with other relevant information in this section:

- Auth0 - Keeps your session active after your authentication. This cookie is strictly necessary for the functioning of Rolo's Services.
- Rolo Authentication - Keeps your session active after your authentication. This cookie is strictly necessary for the functioning of Rolo's Services.