

Cookie Policy

Effective Date: November 14, 2025

Company: SmileSafe AI LLC (“**SmileSafe AI**,” “**we**,” “**us**,” or “**our**”)

Address: 1401 Hesters Crossing Road, Round Rock, TX 78681, USA

Contact: viktoriia.f@smilesafeai.com

This Cookie Policy explains how we use cookies, SDKs, pixels, and similar technologies (“**cookies**”) on our websites, apps, and dashboards (“**Sites**”). It should be read with our Privacy Policy.

By continuing to browse our Sites, you consent to our use of cookies as described below. You can change or withdraw consent at any time (see **Managing Cookies**).

1) What are cookies?

Cookies are small files placed on your browser or device to store information. They help Sites function, remember preferences, secure sessions, and measure performance. Similar technologies include local storage, SDKs in mobile apps, and tracking pixels.

2) The cookies we use

We group cookies into the categories below. Specific cookies and durations can vary as we improve the service.

1. **Strictly Necessary (Essential)**

Required for the Sites to work (e.g., page navigation, login, security, load balancing, consent storage). These cannot be switched off in our systems.

2. **Performance & Analytics**

Help us understand how the Sites are used (e.g., page views, feature usage, crash/diagnostic logs) so we can improve speed, usability, and reliability. Data is aggregated where possible.

3. **Functional**

Remember choices you make (e.g., language, region, accessibility preferences) and

provide enhanced features such as support chat.

4. Advertising/Marketing (limited use)

If enabled, measure campaign effectiveness (e.g., demo requests, pilot sign-ups) and prevent showing the same message repeatedly. We do **not** sell personal information.

5. Third-Party/Integrated Services

When you interact with embedded content or integrations (e.g., analytics, SSO providers, video hosting, CRM), those parties may set their own cookies subject to their policies.

3) Examples of cookies we may set

Category	Purpose	Typical retention
<code>session_id</code> (Essential)	Maintain secure login/session	Session
<code>consent_status</code> (Essential)	Store your cookie preferences	6–12 months
<code>load_balancer</code> (Essential)	Keep traffic routed consistently	Session
<code>app_metrics</code> (Analytics)	Measure usage & performance	1–12 months
<code>function_prefs</code> (Functional)	Save language/UX choices	6–12 months
<code>campaign_source</code> (Marketing)	Attribute a demo/pilot request	1–3 months

Note: Names may differ depending on the tools we use (e.g., first-party analytics, customer support widgets, SSO).

4) Managing cookies

- **Consent Manager:** If available on our Sites, use the cookie banner or “Cookie Settings” link to accept, reject, or customize non-essential cookies.
 - **Browser Controls:** You can block or delete cookies in your browser settings. Essential cookies may be required for core functionality; blocking them may impact your experience.
 - **Mobile Apps:** Use in-app settings or your device’s privacy controls to reset ad IDs or limit tracking.
 - **Do Not Track:** Our Sites currently do not respond to DNT signals. We honor applicable opt-out mechanisms required by law.
-

5) Legal bases & international use

Where required (e.g., EEA/UK), we rely on **consent** for non-essential cookies and **legitimate interests** for essential/strictly necessary cookies. Data may be processed in the United States and other countries with appropriate safeguards (see our Privacy Policy).

6) Changes to this policy

We may update this Cookie Policy to reflect changes in technology, law, or our practices. Updates take effect when posted. Material changes will be communicated via the banner, settings panel, or email/notice.

7) Contact

Questions or requests about this Cookie Policy?

SmileSafe AI LLC

1401 Hesters Crossing Road, Round Rock, TX 78681, USA

Email: info@smilesafeai.com