

1. What Are Cookies & Browser Storage?

Cookies are small text files placed on your computer, smartphone, or tablet when you visit a website. In addition to cookies, modern web applications use local storage (`localStorage` and `sessionStorage`) to preserve user preferences, authentication tokens, and UI layout states securely across browser reloads.

2. Categories of Storage Technologies We Use

Appointnet categorizes browser storage into four distinct levels:

2.1 Strictly Necessary / Essential (Always Active)

These technologies are required for core platform functionality, payment processing, security, and sign-in validation. For example, Firebase Authentication uses browser storage to verify valid ID tokens, and Paystack uses temporary session storage during inline checkout to facilitate secure card payment transactions. Without these, the application cannot function.

2.2 Functional & Preference Storage (Optional)

These allow the web app to remember choices you make, such as sidebar navigation state, dark mode preferences, or active dashboard tab selections.

2.3 Product Performance & Analytics (Optional)

With your consent, we use aggregated performance metrics (such as page view counters via Firebase Analytics) to understand feature usage and improve response times. No sensitive personal booking notes are included in analytics events.

2.4 Marketing & Campaign Storage (Optional)

Used to track referral sources or campaign attribution for new business registrations. These are disabled by default unless explicitly accepted in Cookie Preferences.

3. Technical Table of Storage Keys Used

Below is a transparent list of primary storage keys utilized on Appointnet:

- `firebase:authUser:[API\_KEY]:[DEFAULT]` | Essential | Maintains secure Firebase authentication state | Session / Persistent
- `paystack\_checkout\_session` | Essential | Manages secure inline payment checkout modal state during subscription or service transactions | Session
- `appointnet\_cookie\_consent` | Essential | Remembers your Cookie Preference choices | 1 Year
- `appointnet\_dashboard\_tab` | Functional | Preserves active dashboard view tab | Persistent
- `app\_page\_view` (Firebase) | Analytics | Tracks aggregated page navigation events (requires consent) | Persistent

4. How to Control & Change Cookie Preferences

You can customize or withdraw your cookie choices at any time:

- App Preference Center: Click "Cookie Settings" in the page footer to open our granular Preference Manager Modal.
- Browser Controls: You can configure your browser (Chrome, Safari, Firefox, Edge) to block or alert you about cookies. Note that blocking essential storage will prevent authentication and sign-in from functioning correctly.

For support with cookie settings, contact support@appointnet.co.za.

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