

Cookie Policy

Effective Date: August 2025

Controller: Smiles and Bliss Ltd,

Company Number: 11818854

Registered Office: 22 Wenlock Road, London N1 7GU

Contact: hello@myclinibot.com

1. Introduction

This Cookie Policy explains how Smiles and Bliss Ltd (“we”, “us”, “our”) uses cookies and similar technologies when you visit or use CliniBot and myCliniBot (together, the “Platform”).

We are committed to transparency about the technologies we use and the choices you have. This policy should be read together with our Privacy Policy.

2. What Are Cookies?

Cookies are small text files placed on your device (computer, smartphone, or tablet) by websites or web applications. They are widely used to make websites work efficiently, to enable core functionality, and to provide information to the site owners.

Some cookies are essential for the website to function properly, while others can be used for analytics or advertising.

3. Types of Cookies Used on CliniBot

We use only essential cookies necessary for the secure operation of the Platform. These cookies do not track users for marketing or analytics purposes and do not collect identifiable personal information.

Cookie Type	Purpose	Example	Duration
Session Cookies (Essential)	Maintain login sessions and authenticate user access to the Platform.	session_id, firebase_session_token	Deleted when you close your browser.
CSRF Tokens (Security)	Protect against cross-site request forgery attacks.	_csrf_token	Session only.
Load Balancer / Routing Cookies	Ensure requests are directed to the correct server for reliability and performance.	__Secure-redis_session	Session only.
Cookie Consent Preferences	Store your consent preferences if a banner is displayed.	cookie_consent	6 months.

4. Technologies Similar to Cookies

The Platform may use local storage and session storage technologies for the same purposes as cookies—specifically, to store temporary session data and authentication tokens. These are automatically cleared when you log out or close your browser.



5. Third-Party Cookies

We do not use third-party analytics, advertising or tracking cookies (e.g., Google Analytics, Meta Pixel). All Platform operations occur within a secure, authenticated environment hosted in the European Union.

Any third-party processors (e.g., SendGrid, Stripe, Firebase) operate only server-side and do not place cookies on user devices.

6. Managing Cookies

Because we only use essential cookies, no prior consent banner is required under the Privacy and Electronic Communications Regulations (PECR).

However, you can still manage or delete cookies through your browser settings:

- Chrome: Settings → Privacy and security → Cookies and other site data
- Safari: Preferences → Privacy → Manage Website Data
- Edge: Settings → Site permissions → Cookies and site data
- Firefox: Options → Privacy & Security → Cookies and Site Data

Please note that disabling essential cookies may prevent you from logging in or using core Platform features.

7. “Do Not Track”

The Platform honours “Do Not Track” (DNT) browser signals. When enabled, no optional data collection or telemetry (such as analytics or marketing) is activated.

8. Changes to This Cookie Policy

We may update this Cookie Policy from time to time. The date at the top indicates when it was last revised. Any material changes will be communicated through the Platform or by email.

9. Contact

If you have questions about this Cookie Policy, please contact:

hello@myclinibot.com

Data Protection Officer, Smiles and Bliss Ltd, 22 Wenlock Road, London N1 7GU