

Cookie Policy of Filently

To find more information on California consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Virginia consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Colorado consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Connecticut consumers and their privacy rights, Users may [read the privacy policy](#).

To find more information on Utah consumers and their privacy rights, Users may [read the privacy policy](#).

This document informs Users about the technologies that help Filently to achieve the purposes described below. Such technologies allow the Owner to access and store information (for example by using a Cookie) or use resources (for example by running a script) on a User's device as they interact with Filently.

For simplicity, all such technologies are defined as "Trackers" within this document – unless there is a reason to differentiate. For example, while Cookies can be used on both web and mobile browsers, it would be inaccurate to talk about Cookies in the context of mobile apps as they are a browser-based Tracker. For this reason, within this document, the term Cookies is only used where it is specifically meant to indicate that particular type of Tracker.

Some of the purposes for which Trackers are used may also require the User's consent. Whenever consent is given, it can be freely withdrawn at any time following the instructions provided in this document.

Filently uses Trackers managed directly by the Owner (so-called "first-party" Trackers) and Trackers that enable services provided by a third-party (so-called "third-party" Trackers). Unless otherwise specified within this document, third-party providers may access the Trackers managed by them.

The validity and expiration periods of Cookies and other similar Trackers may vary depending on the lifetime set by the Owner or the relevant provider. Some of them expire upon termination of the User's browsing session.

In addition to what's specified in the descriptions within each of the categories below, Users may find more precise and updated information regarding lifetime specification as well as any other relevant information — such as the presence of other Trackers — in the linked privacy policies of the respective third-party providers or by contacting the Owner.

How Filently uses Trackers

Necessary

Filently uses so-called "technical" Cookies and other similar Trackers to carry out activities that are strictly necessary for the operation or delivery of the Service.

Trackers managed directly by the Owner

localStorage (Filently)

localStorage allows Filently to store and access data right in the User's browser with no expiration date.

Personal Data processed: Trackers.

Trackers managed by third parties

iubenda Consent Database (iubenda srl)

The iubenda Consent Database allows to store and retrieve records of Users' consent to the processing of Personal Data, and information and preferences expressed in relation to the provided consent. In order to do so, it makes use of a Tracker that temporarily stores pending information on the User's device until it is processed by the API. The Tracker (a browser feature called localStorage) is at that point deleted.

Personal Data processed: Data communicated while using the service, IP address and Trackers.

Place of processing: Italy – [Privacy Policy](#).

Trackers duration:

- ConS JS library localStorage (IUB_DATA): indefinite
- cookie_iub_previous_preference_id: 2 years

iubenda Privacy Controls and Cookie Solution (iubenda srl)

The iubenda Privacy Controls and Cookie Solution allows the Owner to collect and store Users' preferences related to the processing of personal information, and in particular to the use of Cookies and other Trackers on Filently.

Personal Data processed: IP address and Trackers.

Place of processing: Italy – [Privacy Policy](#).

Trackers duration:

- `_iub_cs-*`: 1 year
- `usprivacy`: 1 year

Paddle (Paddle Payments Limited)

Paddle is a payment management service provided by Paddle Payments Limited, which allows Users to make online payments. Paddle also allows Filently to measure the performance of their checkout and subscriptions model, and to re-engage and message Users who have shown signs of abandonment.

Personal Data processed: billing address, email address, payment info, purchase history, Trackers, Usage Data and User ID.

Place of processing: Ireland – [Privacy Policy](#).

Functionality

Filently uses Trackers to enable basic interactions and functionalities, allowing Users to access selected features of the Service and facilitating the User's communication with the Owner.

Trackers managed by third parties

Featurebase

This service provides customer support, feedback collection, and product communication through an embedded messenger widget and a web portal.

Features used:

- Live chat and email-based support conversations
- Help center, product roadmap, and feedback board (with Single Sign-On)
- Automated messaging based on user profile data and in-app activity for contextual guidance

Data collected:

- Email address, full name, and profile picture
- Unique user identifier
- Data communicated while using the service
- Usage data and trackers

Privacy:

User data is transmitted securely via signed JWT tokens. Primary data hosting is in the EU, with sub-processors in the USA under Standard Contractual Clauses (SCCs). The embedded widget sets additional third-party cookies as described in the provider's [cookie policy](#).

Provider: CORDNET OÜ (Estonia) – [Privacy Policy](#)

Personal Data processed: Trackers.

Trackers duration:

- `featurebase-access-*`: 2 years
- `featurebase-anon-id-*`: 2 years

Google OAuth (Google Ireland Limited)

Google OAuth is a registration and authentication service provided by Google Ireland Limited and is connected to the Google network.

Personal Data processed: Trackers, Usage Data and various types of Data as specified in the privacy policy of the service.

Place of processing: Ireland – [Privacy Policy](#).

Experience

Filently uses Trackers to improve the quality of the user experience and enable interactions with external content, networks and platforms.

Trackers managed by third parties

Google Drive account access (Google Ireland Limited)

This service allows Filently to connect with the User's account on Google Drive, provided by Google Ireland Limited.

Personal Data processed: Data communicated while using the service, email address, first name, last name, Trackers and Usage Data.

Place of processing: Ireland – [Privacy Policy](#).

Tally (Tally BV)

Tally is a form builder and data collection platform provided by Tally BV.

Personal Data processed: answers to questions, Data communicated while using the service, email address, first name, last name, Trackers and Usage Data.

Place of processing: Belgium – [Privacy Policy](#).

Measurement

Filently uses Trackers to measure traffic and analyze User behavior to improve the Service.

Trackers managed by third parties

Betterlytics Session Replay

This service allows us to record and replay user interactions on our website to improve usability.

Data collected:

- Page structure and visual changes
- Mouse movements, clicks, and scroll behavior
- Form interactions (values are masked)

Privacy:

All text content, form values, and sensitive information are automatically masked before transmission. Personal data never leaves the browser in readable form.

Provider: Betterlytics (betterlytics.io)

Retention: 60 days, after which recordings are permanently deleted.

Personal Data processed: Trackers.

Trackers duration: up to 60 days

ChartMogul (ChartMogul Ltd)

ChartMogul is an analytics service provided by ChartMogul Ltd, that allows the Owner to analyze revenue and Users' (commercial) activity on Filently.

Personal Data processed: financial information, Trackers and Usage Data.

Place of processing: Germany – [Privacy Policy](#).

Marketing

Filently uses Trackers to deliver personalized ads or marketing content, and to measure their performance.

Trackers managed by third parties

Brevo email (SendinBlue SAS)

Brevo email is an email address management and message-sending service provided by SendinBlue SAS.

Personal Data processed: email address, Trackers and Usage Data.

Place of processing: France – [Privacy Policy](#).

Brevo marketing automation (SendinBlue SAS)

Brevo marketing automation is a User database management service provided by SendinBlue SAS.

Personal Data processed: email address, Trackers and Usage Data.

Place of processing: France – [Privacy Policy](#).

Trackers duration:

- sib_cuid: 7 months

How to manage preferences on Filently

Users can set or update their preferences via the relevant privacy choices panel available on Filently.

With regard to any third-party Trackers, Users can manage their preferences via the related opt-out link (where provided), by using the means indicated in the third party's privacy policy, or by contacting the third party.

How to control or delete Cookies and similar technologies via your device settings

Users may use their own browser settings to:

- See what Cookies or other similar technologies have been set on the device;
- Block Cookies or similar technologies;
- Clear Cookies or similar technologies from the browser.

The browser settings, however, do not allow granular control of consent by category.

Users can, for example, find information about how to manage Cookies in the most commonly used browsers at the following addresses:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Microsoft Internet Explorer](#)
- [Microsoft Edge](#)
- [Brave](#)
- [Opera](#)

Users may also manage certain categories of Trackers used on mobile apps by opting out through relevant device settings such as the device advertising settings for mobile devices, or tracking settings in general (Users may open the device settings and look for the relevant setting).

How to opt out of interest-based advertising

Notwithstanding the above, Users may follow the instructions provided by [YourOnlineChoices](#) (EU and UK), the [Network Advertising Initiative](#) (US) and the [Digital Advertising Alliance](#) (US), [DAAC](#) (Canada), [DDAI](#) (Japan) or other similar services. Such initiatives allow Users to select their tracking preferences for most of the advertising tools. The Owner thus recommends that Users make use of these resources in addition to the information provided in this document.

The Digital Advertising Alliance offers an application called [AppChoices](#) that helps Users to control interest-based advertising on mobile apps.

Consequences of denying the use of Trackers

Users are free to decide whether or not to allow the use of Trackers. However, please note that Trackers help Filently to provide a better experience and advanced functionalities to Users (in line with the purposes outlined in this document). Therefore, if the User chooses to block the use of Trackers, the Owner may be unable to provide related features.

Owner and Data Controller

Filently GmbH

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Switzerland

CHE-458.381.603

Handelsregisteramt: Thurgau

Represented by: Valentin Uhrmeister

Owner contact email: support@filently.com

Since the use of third-party Trackers through Filently cannot be fully controlled by the Owner, any specific references to third-party Trackers are to be considered indicative. In order to obtain complete information, Users are kindly requested to consult the privacy policies of the respective third-party services listed in this document.

Given the objective complexity surrounding tracking technologies, Users are encouraged to contact the Owner should they wish to receive any further information on the use of such technologies by Filently.

Definitions and legal references

Personal Data (or Data)

Any information that directly, indirectly, or in connection with other information — including a personal identification number — allows for the identification or identifiability of a natural person.

Usage Data

Information collected automatically through Filently (or third-party services employed in Filently), which can include: the IP addresses or domain names of the computers utilized by the Users who use Filently, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

User

The individual using Filently who, unless otherwise specified, coincides with the Data Subject.

Data Subject

The natural person to whom the Personal Data refers.

Data Processor (or Processor)

The natural or legal person, public authority, agency or other body which processes Personal Data on behalf of the Controller, as described in this privacy policy.

Data Controller (or Owner)

The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data, including the security measures concerning the operation and use of Filently. The Data Controller, unless otherwise specified, is the Owner of Filently.

Filently (or this Application)

The means by which the Personal Data of the User is collected and processed.

Service

The service provided by Filently as described in the relative terms (if available) and on this site/application.

European Union (or EU)

Unless otherwise specified, all references made within this document to the European Union include all current member states to the European Union and the European Economic Area.

Cookie

Cookies are Trackers consisting of small sets of data stored in the User's browser.

Tracker

Tracker indicates any technology - e.g Cookies, unique identifiers, web beacons, embedded scripts, e-tags and fingerprinting - that enables the tracking of Users, for example by accessing or storing information on the User's device.

Legal information

This privacy statement has been prepared based on provisions of multiple legislations.

This privacy policy relates solely to Filently, if not stated otherwise within this document.

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