Sysevo · Published website snapshot · Captured 21 November 2026
Source: https://www.sysevo.io/legal/cookies
Engagement-specific signed terms remain governed by their agreements.

Last updated: July 2026

Cookie Policy

This Cookie Policy explains how Sysevo Ltd, a company registered in England and Wales (company number 17329455) with its registered office at Suite Ra01, 195-197 Wood Street, London, United Kingdom, E17 3NU ("Sysevo", "we", "us", or "our"), uses cookies and similar technologies on our marketing website at **sysevo.io** and on our voice AI and CRM platform at **app.sysevo.io** (together, the "Services"). It should be read together with our Privacy Policy and Data Processing Agreement, which explain in full how we collect, use, and protect personal data.

We use these technologies in line with the UK General Data Protection Regulation (UK GDPR), the EU GDPR, and the Privacy and Electronic Communications Regulations (PECR). Where the law requires your consent, we only set non-essential cookies after you have agreed to them.

1. What Are Cookies and Similar Technologies?

Cookies are small text files placed on your device when you visit a website. They let a site recognise your device and remember information about your visit. We also use technologies that behave like cookies, which is why this policy covers them all:

- **Cookies:** stored by your browser and sent back to the server on each request (e.g. session and payment cookies).
- **Local storage and session storage:** key–value data kept in your browser. Our platform uses these to keep you signed in and to remember interface preferences. Local storage persists until cleared; session storage is deleted when you close the tab.
- **Pixels, tags, and SDKs:** small pieces of code (for example, analytics or payment scripts) that can read or set the technologies above.

"First-party" technologies are set by Sysevo. "Third-party" technologies are set by another company whose service we use, such as our payment provider or analytics provider.

2. Your Choices and Consent

When you first visit sysevo.io you are shown a cookie banner. **Strictly necessary and functional** technologies are always active because the Services cannot work without them. **Analytics and any other non-essential** technologies only load after you select "Accept all". If you select "Reject non-essential", no analytics are loaded.

You can change your decision at any time:

- Use the **"Cookie preferences"** link in the website footer to reopen the banner and accept or reject analytics.
- Use your browser settings to view, block, or delete cookies, and to clear local and session storage.
- Signals such as Global Privacy Control (GPC) and "Do Not Track" are respected where we are legally required to honour them.

Withdrawing consent does not affect the lawfulness of processing carried out before you withdrew it. Disabling strictly necessary technologies may stop parts of the Services from working — for example, you may be unable to stay signed in or complete a payment.

3. Cookies and Technologies We Use

Strictly necessary

Required to deliver the Services, keep you signed in, and keep them secure. These cannot be switched off and do not require consent.

Name	Provider	Purpose	Type & duration
`sb-<project>-auth-token`	Sysevo / Supabase	Keeps you securely signed in to the platform (stores your authentication session and refresh token).	Local storage; persists until you sign out or it expires
Session & security cookies	Sysevo	Maintain your session and protect against cross-site request forgery (CSRF) and other abuse.	Cookie; session / short-lived
`__stripe_mid`, `__stripe_sid`	Stripe	Fraud prevention and secure processing on payment and checkout pages. Set only when a payment form is shown.	Cookie; `__stripe_mid` ~1 year, `__stripe_sid` ~30 minutes

Functional / preference

Remember your choices so the Services behave the way you expect. These are not used for tracking or advertising.

Name	Provider	Purpose	Type & duration
`sysevo-cookie-consent`	Sysevo	Remembers whether you accepted or rejected analytics cookies.	Local storage; until cleared
`sysevo_loaded`	Sysevo	Prevents the intro loader from showing again during the same visit.	Session storage; cleared when the tab closes
`sidebar:state`	Sysevo	Remembers whether the platform sidebar is expanded or collapsed.	Cookie; 7 days
`i18nextLng`	Sysevo	Remembers your preferred language.	Local storage; until cleared
`sysevo:persist:*` and related keys	Sysevo	Remember in-app interface state such as filters, scroll positions, and drafts so your workspace loads as you left it.	Local / session storage; until cleared

Analytics (consent required)

Help us understand how visitors use our marketing website so we can improve it. These load on sysevo.io **only after you accept analytics** in the cookie banner. We do not currently run advertising or cross-site tracking cookies.

Name	Provider	Purpose	Type & duration
`_ga`, `_ga_*`	Google Analytics 4 (Google Ireland Ltd)	Measures page views, traffic sources, and on-site behaviour using a pseudonymous identifier. IP addresses are handled by Google in a truncated / privacy-preserving form.	Cookie; up to 2 years
Vercel Web Analytics	Vercel Inc.	Aggregated page views and performance metrics. Privacy-preserving and cookieless — it does not store a persistent identifier or personal data.	No cookie set

If we introduce additional analytics or product-usage measurement on the platform in future, we will update this policy and, where required, request your consent first.

4. Third-Party Services That May Set Cookies

Some features rely on trusted third parties who may set their own cookies or receive a request from your browser when that feature loads:

- **Stripe** — payment processing and fraud prevention on checkout and billing pages. Card details are entered directly into Stripe's secure fields; Sysevo never sees or stores your full card number.
- **Google** — Google Analytics (only with consent) and Google Fonts (used to display our typefaces).
- **Supabase** — authentication, database, and storage that power the platform.

Our platform also uses sub-processors for voice, transcription, and telephony (for example ElevenLabs, Twilio, and our voice-agent infrastructure). These generally do not set cookies in your browser, but they process personal data on our behalf. A full, named list of sub-processors is available under our Data Processing Agreement. These third parties are controllers or processors of your data in their own right where applicable, and we recommend reviewing their privacy notices.

5. Cookies, the Data You Provide, and Marketing

Cookies and similar technologies are only one way we collect information. When you sign up, book a demo, contact us, or use the platform, you also provide personal data directly — including your **name, email address, phone number, company and business details**, and, for platform customers, **payment and bank details** (such as account holder name, IBAN/BIC, and payout information) and **call recordings, transcripts, and CRM contact records**.

We use this information to operate and secure the Services, process payments, provide support, and — where you have consented or where we have a lawful basis such as legitimate interests — to **contact you about your account and to follow up with you about sales, onboarding, and relevant products and offers**. You can opt out of marketing at any time using the unsubscribe link in our emails or by contacting us. Full details of what we collect, our lawful bases, retention periods, international transfers, and your rights are set out in our Privacy Policy.

6. Managing Cookies in Your Browser

Most browsers let you control cookies and site data through their settings. You can usually:

- See which cookies are stored and delete them individually
- Clear local storage and session storage for a site
- Block third-party cookies
- Block all cookies from specific sites, or from all sites

Help pages for common browsers (Chrome, Safari, Firefox, and Edge) explain how to do this. Remember that blocking strictly necessary cookies and storage may prevent you from signing in or completing payments.

7. Changes to This Policy

We review this policy regularly and will update it when our use of cookies or the technologies described here changes. When we make material changes, we will update the "Last updated" date above and, where appropriate, ask for renewed consent.

8. Contact

For cookie or privacy enquiries: privacy@sysevo.io

Sysevo Ltd, Suite Ra01, 195-197 Wood Street, London, United Kingdom, E17 3NU.