Certivo

Cookie and Local Storage Policy

Company: Ready 4 Everything Training and Supplies Ltd.

Privacy Officer: Aaron Hoyte

Date: March 2026 (Updated)

Ready 4 Everything Training and Supplies Ltd. Certivo — certivo.ca

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1. Introduction

This Cookie Policy explains how Ready 4 Everything Training and Supplies Ltd. o/a Certivo (operating the Certivo platform, "Certivo," "we," "us," or "our") uses cookies and similar technologies on the Certivo ("Platform") at certivo.ca.

This Cookie Policy should be read in conjunction with our Privacy Policy, which provides further information about how we collect, use, and protect personal information.

2. What Are Cookies?

Cookies are small text files that are stored on your device (computer, tablet, or mobile phone) when you visit a website. They are widely used to make websites work, to work more efficiently, and to provide reporting information.

Cookies set by the website operator (in this case, Certivo) are called "first-party cookies." Cookies set by parties other than the website operator are called "third-party cookies." Third-party cookies enable features or functionality provided by external services (e.g., payment processing, calendar integration).

3. How We Use Cookies

Certivo uses a small, disclosed set of cookies, limited to platform operation, user experience, and site analytics. We categorize our cookies as follows:

Category	Required?	Purpose	Consent Basis
Essential	Yes	Authentication, security, session management	Legitimate operational necessity
Functional	No (but enhances experience)	User preferences (theme, sidebar state)	Implied consent
Third-Party	Situational	Payment processing, OAuth authorization	Explicit consent at point of use
Analytics	No	Google Analytics 4 — aggregate usage measurement on the marketing site (see Section 7)	Explicit choice in the cookie banner. No analytics cookie is set until the visitor accepts analytics
Advertising / conversion	No — **not currently active**	None active. The marketing site contains dormant provisions for Meta and Google Ads conversion measurement; they set nothing unless activated, and this policy will be updated first. Accepting analytics in the cookie banner does not activate them.	N/A

4. Essential Cookies

Essential cookies are strictly necessary for the Platform to function. Without these cookies, the Platform cannot operate, and they cannot be disabled.

Cookie / Storage Key	Provider	Purpose	Duration	Data Stored
Firebase Auth session token	Google Firebase	Maintains the authenticated user session across page loads and app interactions. Contains an encrypted authentication token that identifies the user and their organization.	Session (cleared on logout or browser close)	Encrypted authentication token, user ID, organization ID
Firebase Auth pers istence	Google Firebase	Stores authentication state to enable persistent login across browser sessions.	Persistent (until logout)	Encrypted authentication state
CSRF protection token	Certivo / Firebase	Protects against Cross-Site Request Forgery attacks by validating that form submissions and API requests originate from the legitimate Platform interface.	Session	Randomized security token
`certivo_s ession`	Certivo	Stores Client Portal session data (email-authenticated sessions) in sessionStorage. Used to maintain the client's authenticated state within a single browser session.	Session (cleared on tab/browser close)	Session identifier, client ID, organization ID
`__stripe_ mid`	Stripe	Stripe fraud prevention identifier. Set when the Stripe payment form is loaded.	1 year	Unique device identifier for fraud detection
`__stripe_ sid`	Stripe	Stripe session identifier for payment processing.	30 minutes	Session identifier

4.1 Why Essential Cookies Cannot Be Disabled

These cookies are required for:

- **Security:** Verifying your identity and preventing unauthorized access to your account and data
- **Multi-tenant isolation:** Ensuring you can only access data belonging to your organization
- **Session integrity:** Maintaining your login state as you navigate between views
- **Payment security:** Preventing fraudulent transactions during checkout

Blocking essential cookies will prevent you from logging in to or using the Platform.

5. Functional Cookies

Functional cookies enable the Platform to remember choices you have made and provide enhanced, personalized features. These cookies are not strictly necessary for the Platform to function but improve the user experience.

Cookie / Storage Key	Provider	Purpose	Duration	Data Stored
Theme preference	Certivo	Remembers whether the user has selected dark mode or light mode. Applicable to Tenant Suite and Instructor Suite, which support both themes.	Persistent (localStorage)	`"dark"` or `"light"` string value
Sidebar state	Certivo	Remembers whether the user has collapsed or expanded the navigation sidebar.	Persistent (localStorage)	Boolean collapsed/expanded state

5.1 Opting Out of Functional Cookies

You may disable functional cookies by clearing your browser's localStorage for certivo.ca. If you do so:

- Your theme preference will reset to the default on each visit
- The sidebar will return to its default state on each visit
- No other Platform functionality will be affected

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6. Third-Party Cookies

Third-party cookies are set by external services integrated into the Platform. These cookies are only set when you actively use the associated feature.

6.1 Stripe (Payment Processing)

Cookie	Purpose	Set When	Duration
`__stripe_mid`	Fraud prevention — identifies the device to detect and prevent fraudulent payment activity	Stripe payment form is loaded (checkout, subscription management)	1 year
`__stripe_sid`	Session tracking for the active payment session	Stripe payment form is loaded	30 minutes

Stripe cookies are set only when you initiate a payment or access the billing management interface. Stripe's own privacy policy governs the use of these cookies: https://stripe.com/privacy

6.2 Google Calendar OAuth

Cookie	Purpose	Set When	Duration
Google OAuth session cookies	Facilitate the Google account authorization flow when connecting Google Calendar	User clicks "Connect Google Calendar" in integrations	Session

Google Calendar OAuth cookies are set only during the one-time authorization flow when a Tenant Administrator connects their Google Calendar. Google's privacy policy governs the use of these cookies: https://policies.google.com/privacy

6.3 Social Media Cookies

Certivo does not embed social media widgets or share buttons, and **no social media tracking pixels are currently active** on the Platform or the marketing site. The marketing site's code contains a dormant provision for a Meta (Facebook) conversion pixel; it loads nothing and sets no cookies unless we activate it, and if we ever do, this policy will be updated first and the pixel will need its own advertising choice. Accepting analytics in the cookie banner (Section 7) does not activate it.

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7. Analytics Cookies

(Updated July 2026 — this section previously stated that Certivo used no analytics. Google Analytics was introduced in July 2026, and this policy was updated as promised at that time.)

Certivo uses **Google Analytics 4 (GA4)**, provided by Google LLC, to understand in aggregate how the marketing site (certivo.ca) is used — which pages are visited and where visitors drop off — so we can improve it. The signed-in Platform applications do not load Google Analytics. We do not use analytics to advertise to you, to build cross-site profiles, or to sell data.

7.1 Analytics Cookies We Use

Cookie	Provider	Purpose	Duration
`_ga`	Google Analytics	Distinguishes one browser from another using a random identifier (not your name or email). Set only after you accept analytics.	Up to 2 years
`_ga_`	Google Analytics	Maintains the measurement session state for our specific GA4 property. Set only after you accept analytics.	Up to 2 years

7.2 Your Choice — the Cookie Banner

(Updated November 1, 2026. Before this date Google Analytics set the `_ga` cookie before you made a choice, and "Accept all" also granted Google's advertising signals. Neither is true any more.)

Before you choose, Google Analytics runs without cookies. Every Google consent signal (analytics storage, ad storage, ad user data and ad personalization) is set to denied, no `_ga` cookie is written, and a visit is counted only as anonymous, aggregate traffic.

On your first visit to the marketing site, a banner offers two choices:

- **Accept analytics** — from your next page load, GA4 runs in its cookie-backed mode and sets the cookies above, so we can tell a returning visitor from a new one. Advertising signals (ad storage, ad user data and ad personalization) **stay denied**: Certivo runs no advertising.
- **Deny** — your choice is recorded as declined, any `_ga` cookie is **deleted**, and GA4 stays in **cookieless mode**: anonymous, aggregate page counting with **no analytics cookies set at all**.

Your choice is stored in your browser (localStorage key `certivo_cookie_consent`) so the banner does not reappear on every visit. To change your mind, clear your browser's site data for certivo.ca (or delete that localStorage key) and the banner will be shown again on your next visit.

The signed-in Platform applications do not load Google Analytics and set none of the cookies above.

7.3 What Analytics Does NOT Collect

- No names, email addresses, or account identifiers are sent to Google Analytics
- No form contents, student records, certification data, or financial data are sent to Google Analytics
- Google Analytics 4 does not log or store full IP addresses

Google's privacy documentation governs Google's handling of analytics data: https://policies.google.com/privacy. You can additionally block Google Analytics in any browser with Google's opt-out add-on: https://tools.google.com/dlpage/gaoptout

8. Local Storage and Similar Technologies

In addition to cookies, the Platform uses the following browser storage technologies:

8.1 localStorage

Key	App	Purpose	Data Stored
Theme preference	Tenant Suite, Super-Admin, Instructor Suite	Persist dark/light mode selection	Theme string
Sidebar state	Tenant Suite	Persist sidebar collapsed/expanded	Boolean value
`certivo_offline_queue`	Instructor Suite	Queue offline actions for later synchronization when internet connectivity is restored	Pending data operations (class updates, attendance, incidents)
`certivo_cookie_consent`	Marketing site	Remember your cookie-banner choice (accepted / declined) so the banner is not re-shown	`"accepted"` or `"declined"` string
Dismissed in-app notices	Tenant Suite	Remember dismissed dashboard notices (e.g., milestone banners) on this browser	List of dismissed notice identifiers

8.2 sessionStorage

Key	App	Purpose	Data Stored
`certivo_session`	Client Portal	Maintain email-authenticated client session within current browser tab	Session ID, client ID, organization ID

8.3 IndexedDB

The Instructor Suite may use IndexedDB for offline data caching when operating without internet connectivity. This data is stored locally on the device and is synchronized with the server when connectivity is restored. No data is transmitted to third parties from IndexedDB.

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9. Managing and Disabling Cookies

9.1 Browser-Level Cookie Management

You can control and manage cookies through your browser settings. Most browsers allow you to:

- View what cookies are stored and delete them individually
- Block third-party cookies
- Block all cookies from specific sites
- Block all cookies
- Delete all cookies when you close the browser

Instructions for managing cookies in common browsers:

- **Google Chrome:** Settings > Privacy and security > Cookies and other site data
- **Mozilla Firefox:** Settings > Privacy & Security > Cookies and Site Data
- **Microsoft Edge:** Settings > Cookies and site permissions > Cookies and site data
- **Safari:** Preferences > Privacy > Manage Website Data
- **Opera:** Settings > Privacy & security > Cookies

9.2 Clearing Local Storage

To clear localStorage and sessionStorage data:

1. Open your browser's Developer Tools (usually F12 or Ctrl+Shift+I)
2. Navigate to the "Application" or "Storage" tab
3. Select "Local Storage" or "Session Storage" for certivo.ca
4. Click "Clear All" or delete individual items

9.3 Withdrawing Analytics Consent

To change or withdraw your analytics choice at any time:

1. Clear your browser's site data for certivo.ca (or delete the `certivo_cookie_consent` localStorage key using the steps in 9.2)
2. On your next visit the cookie banner reappears — choose **Deny**
3. Choosing Deny deletes any `_ga` cookie and keeps measurement in cookieless mode

You can also block Google Analytics globally with Google's browser opt-out add-on (https://tools.google.com/dlpage/gaoptout) or by blocking the `google-analytics.com` domain in your browser or content blocker.

9.4 Stripe Cookie Management

Stripe essential cookies cannot be selectively blocked while using Stripe-powered payment features. If you wish to avoid Stripe cookies, do not initiate payment transactions through the Platform. Contact your Tenant Administrator to arrange alternative payment methods if needed.

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10. Impact of Disabling Cookies

10.1 Essential Cookies Disabled

If you disable essential cookies (Firebase Auth, CSRF tokens):

- **You will not be able to log in to the Platform**
- **You will not be able to access any Platform features**
- **All authenticated functionality will be unavailable**
- The Platform requires authentication cookies to verify your identity and enforce data security

10.2 Functional Cookies Disabled

If you disable or clear functional cookies:

- Your theme preference (dark/light mode) will not be remembered between sessions
- Your sidebar state will not be remembered between sessions
- All other Platform functionality will operate normally
- No data loss will occur

10.3 Analytics Cookies Declined or Blocked

If you choose **Deny** on the cookie banner, have not chosen yet, or block analytics cookies:

- **No Platform or website functionality is affected in any way**
- Your visit is counted only as anonymous, cookieless, aggregate traffic (or not at all, if you block the analytics domain entirely)

10.4 Third-Party Cookies Disabled

If you block third-party cookies:

- **Stripe:** You may be unable to complete payment transactions within the Platform. Stripe requires its cookies for fraud prevention. If blocked, contact your Tenant Administrator for alternative payment arrangements.
- **Google Calendar:** You may be unable to connect Google Calendar. The OAuth authorization flow may fail without Google's session cookies.

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11. Quebec Law 25 — Privacy by Default

Although Certivo is operated by Ready 4 Everything Training and Supplies Ltd., an Alberta corporation, and primarily operates under Alberta's PIPA, we recognize the requirements of Quebec's **Act respecting the protection of personal information in the private sector** (Law 25), which includes **privacy-by-default** provisions.

11.1 Our Approach

In alignment with privacy-by-default principles:

- **Functional cookies are only created on action.** Theme and sidebar preferences are stored only when the user actively makes a selection.
- **Analytics is cookieless until you choose.** No analytics cookie is set and every Google consent signal is denied until you accept analytics in the cookie banner; choosing **Deny** keeps measurement anonymous and cookieless (Section 7.2). Advertising signals stay denied even if you accept analytics. Analytics is aggregate usage measurement only — Certivo does not track users across other websites and does not collect data for advertising purposes.
- **Third-party cookies are only triggered by user action.** Stripe cookies are set only when a user initiates a payment. Google OAuth cookies are set only when a user explicitly connects their Google Calendar.
- **Doing nothing achieves maximum privacy.** Without any choice, only the essential cookies required to operate the service are set. One click of **Deny** keeps it that way on later visits.

11.2 Transparency Controls

Certivo provides the following transparency measures:

- This Cookie Policy is accessible from within the Platform
- The types and purposes of all cookies are clearly disclosed
- Users are informed before third-party cookies are set (e.g., before initiating a Stripe checkout or Google Calendar connection)

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12. Changes to This Policy

Certivo may update this Cookie Policy from time to time to reflect changes in the cookies we use, our technology, or legal requirements. When material changes are made:

- The "Last Updated" date at the top of this policy will be revised
- Tenant Administrators will be notified of significant changes
- If new categories of cookies are introduced, this policy will be updated and the cookie banner choice will govern them

Revision history: November 1, 2026 — Google Analytics is cookieless with every consent signal denied until a visitor accepts analytics, and accepting analytics no longer grants advertising signals (Sections 3, 7, 9.3, 10.3, 11.1); the signed-in applications are described as not loading analytics, which has been true since PIP-3.1; the operating company is named as an Alberta corporation in Section 11. July 23, 2026 — added Section 7 (Google Analytics 4 introduced with the cookie banner Accept/Deny choice and cookieless fallback); corrected storage key names; disclosed dormant ad-measurement provisions. March 1, 2026 — initial policy.

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13. Contact Information

For questions or concerns about this Cookie Policy or our use of cookies, please contact:

Aaron Hoyte, Privacy Officer Ready 4 Everything Training and Supplies Ltd. 4952 Westbrooke Rd. Blackfalds, Alberta, Canada T4M 0L1 Email: aaron@certivo.ca

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This Cookie Policy is effective as of March 1, 2026.

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