



Cookie Policy

Last revised on October 1, 2026 8:00 AM

1. What are cookies?

Cookies are small text files stored on your device (computer, tablet, smartphone) when you visit a website. They are widely used to make websites work, work more efficiently, and provide information to the site owners.

In accordance with the CNIL recommendations on cookies and trackers (October 1, 2020) and the ePrivacy Directive, OXPEO informs you about the cookies used on Kolinea and how to manage them.

2. Cookies used on Kolinea

2.1 Strictly necessary cookies (no consent required)

These cookies are essential for the website to function and cannot be disabled. They are set in response to actions you take, such as setting your privacy preferences, logging in, or filling in forms.

Cookie	Purpose	Duration	Type
kolinea-session	Session management (authentication, navigation)	120 minutes	First-party
XSRF-TOKEN	Protection against CSRF attacks (security)	120 minutes	First-party
kolinea-cookies-management-status	Stores your cookie consent preferences	12 months	First-party

2.2 Analytics cookies

Kolinea does not set any analytics cookies, nor any other tracker stored on your device to measure audience. Measurement is done by our own application: it computes a visitor identifier that is only valid for one day, from your IP address and your browser, without writing anything to your device, and then keeps neither the IP address nor the browser identifier. No consent is therefore needed for this measurement. For a visitor who is not signed in, this identifier cannot be used to follow them from one day to the next; when you are signed in, your visits are linked to your account (see our [privacy policy](#)). You can object to this at any time, with your browser's "Do Not Track" or "Global Privacy Control" signal or the "Do Not Track" setting of your account.



2.3 Support cookies (consent required)

This cookie allows our live chat support widget to recognise you from one visit to the next so you can continue your conversation. It is only set with your consent.

Cookie	Purpose	Duration
bmfs_chat_visitor	Keeps your anonymous visitor identifier so you can find your live chat conversations again	365 days

If you have not accepted this cookie, the current conversation is attached to your session through the strictly necessary session cookie described above: you find it again when you reload the page, as long as your session lasts, but not on a later visit.

3. Local storage

In addition to cookies, Kolinea uses browser local storage (localStorage) to save your UI preferences. This data never leaves your browser and is not transmitted to our servers.

- `kolinea-last-auth-method` — your last used authentication method
- `flux.appearance` — your preferred appearance (dark or light mode)
- `flux-sidebar-collapsed-desktop` — sidebar state preference
- `bmfs-chat-muted` — your choice to mute the chat's sounds

4. How to manage your cookie preferences

You can manage your cookie preferences at any time using the following methods:

- **Cookie consent banner:** When you first visit Kolinea, a consent banner allows you to accept, reject, or customize your cookie preferences.
- **Footer link:** Click the "Manage cookies" link in the footer of any page to reopen the consent banner and change your preferences at any time.
- **Browser settings:** You can configure your browser to block or delete cookies. Please note that disabling essential cookies may prevent you from using certain features of Kolinea.

In accordance with the CNIL recommendations, refusing cookies is as easy as accepting them. Your choice is stored for a maximum period of 13 months, after which you will be asked again.

5. Third-party cookies

Kolinea does not use advertising trackers, social media trackers, or third-party analytics cookies. Audience measurement is done by our own application, with no third-party service: no cookie is set by a third party for this measurement and no audience measurement data is transferred outside the EU.



6. Cookie lifetime

In compliance with CNIL recommendations, all cookies on Kolinea respect the maximum lifetime of 13 months. Your consent preferences are stored for 12 months. After this period, you will be asked to renew your consent.

7. More information

For more information about how we handle your personal data, please consult our [Privacy Policy](#).

For any questions regarding cookies, you can contact us at dpo@oxpeo.com.

You can also visit the CNIL website for more information about cookies: www.cnil.fr/fr/cookies-et-autres-traceurs.

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