

Cookie and local storage notice

Scope: the printerms.com domain and its subdomains (www, app, monitor, subscriber subdomains, and the portal, qr, agent and api subdomains). PostHog and Google Analytics start only after prior consent, and do not operate at all on the customer portal (portal), the QR issue-reporting interface (qr) or the agent download page (agent). Cloudflare's cookie-free traffic measurement, which does not build personal profiles, operates only on the `www.printerms.com` marketing host.

1. Overview

Alongside cookies necessary for operation, PrinterMS uses optional PostHog web and product analytics and limited Google Analytics 4 traffic and lifecycle measurement. These start only after you select "Accept" or save your detailed settings; rejecting them does not restrict the service. Masked session replay can be enabled with a separate switch.

2. Cookies

Cookie	Purpose	Category	Expiry	Scope
<code>__Host-printerms_staff_session</code>	staff interface login session; a random identifier, of which we store only a hash	strictly necessary	expires after 7 days of inactivity, valid for no more than 30 days; deleted on logout, and all sessions are revoked on password reset	only <code>api.printerms.com</code> (the <code>__Host-</code> prefix prevents other subdomains from reading it); <code>HttpOnly</code> , <code>Secure</code> , <code>SameSite=Lax</code>
<code>__Host-printerms_portal_session</code>	customer portal login session	strictly necessary	as above	as above; separate from the staff session
<code>printerms-theme</code>	remembers your chosen light/dark theme	functional (convenience)	1 year (renewed on page load)	<code>.printerms.com</code> ; on the customer portal, only the relevant subdomain; <code>Secure</code> , <code>SameSite=Lax</code>
<code>printerms_analytics_consent</code>	retains the versioned acceptance/rejection, replay choice, local sampling flag and time of the decision	strictly necessary to demonstrate and respect consent	1 year	<code>.printerms.com</code> ; <code>Secure</code> , <code>SameSite=Lax</code>
<code>ph_<project-id>_posthog</code>	PostHog pseudonymous visitor and session identification, funnel and product usage measurement	analytics - only with consent	1 year; deleted on withdrawal	<code>.printerms.com</code>
<code>_ga</code> , <code>_ga_<identifier></code>	Google Analytics 4 pseudonymous visitor and session identification; normalised page views and selected registration/subscription milestones	analytics - only with consent	no more than 2 years; deleted on withdrawal	<code>.printerms.com</code> ; <code>Secure</code> , <code>SameSite=Lax</code>

Cookie	Purpose	Category	Expiry	Scope
<code>__stripe_mid</code> , <code>__stripe_sid</code>	Stripe payment interface fraud-prevention identifiers; only on the subscription payment page	strictly necessary for secure card payments	according to Stripe's settings (typically 1 year and 30 minutes respectively)	the application host; set by Stripe in accordance with Stripe's own notice

Cloudflare Web Analytics does not set cookies and is used only for aggregated traffic/performance measurement on the public `www.printerms.com` host.

3. Browser-side storage (not cookies)

Key	Storage	Purpose
<code>printerms-theme</code> , <code>printerms-agent-theme</code>	localStorage	fallback storage for theme settings (the latter on the agent download page)
<code>financial-lens</code>	localStorage	the last setting of the printer fleet financial view
<code>pending_registration_email</code>	localStorage	continuing registration (until the email address is verified)
<code>legal_acceptance_receipt</code>	localStorage	the receipt identifier for the Terms of Service and notice accepted before registration, until the organisation is created
<code>printerms:navhistory:v1</code>	sessionStorage	back navigation within the interface (routes and labels)
<code>printerms:onboarding-draft:v1:<user-id></code>	sessionStorage	retaining partially completed organisation details (company name, tax number, address and contact details) until registration is complete
<code>printerms_cognito_reset_email</code>	sessionStorage	retaining the email address between password reset steps
<code>CognitoSignInState.*</code>	sessionStorage	temporary state of multi-step sign-in (two-factor code, email code, new password) at the authentication provider; invalid after 3 minutes
<code>printerms:qr-service-handoff</code>	sessionStorage	handing over service work started from a QR code until sign-in
<code>printerms:deployment-recovery</code>	sessionStorage	a one-time reload after an application update
<code>ph_<project-id>_posthog</code> , <code>__ph_opt_in_out_<project-id></code>	localStorage	PostHog identifiers (only with consent) and the flag allowing or blocking PostHog measurement
<code>ph_<project-id>_window_id</code> and other <code>ph_...</code> session keys	sessionStorage	PostHog tab and session identification (only with consent)

Login tokens are held only in browser memory and are not written to persistent storage. sessionStorage is cleared when the tab is closed. The above data remains in your browser, except for the theme and analytics decision, which we also save to the profiles of signed-in users so they apply on other devices.

4. Managing and deleting your choices

You can change or withdraw your choice at any time using the page's "Privacy settings" button or, when signed in, by editing your profile. Withdrawal immediately stops browser-side collection and deletes persistent PostHog and Google Analytics identifiers on this device. Tab-specific PostHog keys are deleted when the tab is closed; the blocking flag is retained to respect your decision. You can also delete or block cookies at any time in your browser's settings. Please note: blocking the session cookie makes sign-in, and therefore use of the application, technically impossible; the marketing pages remain fully usable without cookies.

5. Contact

Controller: Sziráki Márton e.v., Hungary, 2141 Csömör, Középhegy utca 14. - privacy@printerms.com. For more information about the processing of personal data, see the [Privacy Notice](#).