

Cookie Policy

Last updated: June 1, 2026

This Cookies Policy (“Policy”) describes how we use cookies and similar technologies in connection with our websites, applications and services. References to “Jivara”, “we”, “us” or “our” mean Jivara Global Limited, together with our affiliates.

Cookies are small text files stored on your device when you visit a website. We and our authorised service providers may also use similar technologies such as local Storage, session Storage, and device fingerprinting. For readability, this policy refers to all of these as “cookies”.

We and our third-party service providers use cookies and other tracking technologies (including technologies designed for mobile applications) to collect information about your use of our websites and our services made available through our websites, applications and APIs (collectively, the “Services”). We may combine such information with other personal data we collect from you (and our third-party service providers may do so on our behalf).

This Policy should be read together with our Privacy Policy (available at <https://jivara.global>) and the Terms and Conditions that apply to you and to the Services you use.

By using our website jivara.global (the “Website”) or any of our Services, you acknowledge that you have read this Policy and, where required under applicable law, you consent to our use of cookies and similar technologies as described here.

1. What this Policy covers

Jivara understands that your privacy is important and is committed to being transparent about the technologies we use. This Policy explains how and why cookies, web beacons, pixels, SDKs and other similar technologies (together, “cookies”) may be stored on and accessed from your device when you access or use our Website or Services.

We may collect certain technical information about your device and browsing, such as your IP address, operating system, browser type, referring URLs, and information about how you interact with our Website and Services. This information is used for system administration, security, analytics and to report aggregated statistics about our users’ browsing actions and patterns.

Any personal data collected through the use of cookies is processed in accordance with our Privacy Policy.

2. What are cookies?

Cookies are small text files that are stored on your browser or device when you visit a website or use an online service. Cookies usually contain the name of the domain from which the cookie originated, the “lifetime” of the cookie, and a value (usually a randomly generated unique number or identifier).

Cookies are useful because they enable a website or service to recognise a user’s device, remember your preferences, improve performance, and provide a more efficient and personalised experience. They can also be used to support security features and to deliver advertising that is more relevant to your interests by tracking your browsing across websites and services.

We may also use related technologies such as web beacons (also known as pixel tags or clear GIFs) and software development kits (SDKs) in our mobile applications. These technologies operate in a similar way to cookies and are used to understand how you interact with our Services and to improve them.

3. Legal basis and your consent

We use cookies only where we have a lawful basis to do so under applicable data protection laws.

- In some jurisdictions (for example, in the European Economic Area and the United Kingdom), we will request your consent before placing non-essential cookies (such as analytics or marketing cookies) on your device. You can withdraw your consent at any time as described below.
- In other jurisdictions, the use of certain cookies may be necessary for our legitimate interests in operating, securing and improving our Services, provided that such interests are not overridden by your interests or fundamental rights and freedoms.

When you first visit our Website, you may see a banner or pop-up-cookie notice that explains how we use cookies and asks for your consent to set certain cookies. Your choices will be stored and applied on subsequent visits. You can change your preferences at any time by adjusting your browser settings or, where available, using our cookie management tools.

4. How you can manage or disable cookies

You have several options to manage or disable cookies:

Cookie consent settings

When you first visit our Website, you will be presented with a cookie consent banner that allows you to choose whether to “Accept all”, “Reject all”, or “Manage preferences” for non-essential cookies. You may change or withdraw your consent at any time by accessing the “Cookie Settings” link available in the footer of our Website.

Browser settings

Most web browsers automatically accept cookies, but you can modify your browser settings to refuse some or all cookies, or to alert you when cookies are being sent. The method for doing so varies by browser; you can usually find instructions in the “Help”, “Tools” or “Settings” section of your browser.

Please note that if you choose to block or disable certain cookies, including strictly necessary cookies, some parts of our Website or Services may become unavailable or may not function properly.

“ Do Not Track ” and similar settings

Some browsers offer a “Do Not Track” (“DNT”) or similar setting that signals to websites that you do not wish to be tracked. Our Services may not respond to DNT signals at this time. However, you can still manage your cookie preferences through our cookie consent tools or your browser settings.

Third-party opt-out tools

You can find more information about cookies and how to manage or delete them at:

- www.allaboutcookies.org
- www.youronlinechoices.com (and its local equivalents)

These resources are provided by third parties and are not controlled by us.

We may update the types of cookies we use from time to time. This Policy will describe, in general terms, who is placing cookies, the purposes for which they are used, and the options available to you for managing your preferences.

5. Types of cookies we use

We use both first-party cookies (set directly by us) and third-party cookies (set by others on our behalf). The cookies we use generally fall into the following categories:

(a) Strictly Necessary Cookies

These cookies are essential for the operation of our Website and Services and cannot be switched off in our systems. They are usually set only in response to actions you take that amount to a request for services, such as logging in, setting your privacy preferences, filling in forms or navigating between pages and protect the website against security threats.

These cookies help us:

- Provide core functionality of the Website and Services;

- Maintain the security and integrity of our systems;
- Enable network management and fraud prevention.

Session-related cookies are deleted when you close your browser, while consent records are retained for up to 12 months. You can set your browser to block or alert you about these cookies, but if you do so, some parts of the Website or Services may not work.

(b) Functional Cookies

With your consent, we may use functional cookies to enhance your user experience. For example, we use Google Fonts to load and display website fonts consistently across devices. When these fonts are loaded, your IP address may be transmitted to Google. These cookies are optional and will only be activated if you choose to accept them.

(c) Security and Fraud Prevention Cookies

For users of our merchant platform, we may, with your consent, use device fingerprinting technologies to support security and fraud prevention measures. These technologies collect certain device characteristics and technical information to help identify suspicious activity, detect anomalous login attempts, and prevent fraudulent transactions. Such processing is intended solely to protect the security and integrity of our services.

(d) Analytics & marketing

We currently use no analytics or advertising cookies. If we enable them in the future, we will update this policy and obtain your consent again.

This Policy does not apply to, and we are not responsible for, the privacy practices of third-party websites or services that may be linked from our Website.

7. Duration of cookies

Cookies can remain on your device for different periods of time:

- Session cookies are temporary cookies that remain on your device only for the duration of your browsing session and are deleted when you close your browser.
- Persistent cookies remain on your device for a longer period or until you delete them (for example, to remember your preferences across browsing sessions).

Except for strictly necessary cookies, we aim to ensure that cookies set by or on behalf of us have a maximum lifetime of no more than twelve (12) months, although some third-party cookies may persist for longer as determined by those third parties in accordance with their own policies.

8. Updates to this Policy

We may update this Policy from time to time to reflect changes in technology, applicable law, our business operations or for other reasons. When we make material changes, we will post the updated Policy on our Website and, where required by law, notify you by email or by displaying a notice on the Website.

We encourage you to review this Policy periodically to stay informed about our use of cookies and related technologies.

9. Contact us

If you have any questions or concerns about this Cookies Policy or our use of cookies and similar technologies, you can contact our team at:

Email: privacy@jivara.global

We will do our best to address your query promptly and transparently.