

COOKIE POLICY

CERO DIGI MRO Division — www.cerodigi.net

Effective Date: 21 March 2026

1. Introduction

This Cookie Policy explains how CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI (trading as CERO DIGI, "we", "us", or "our") uses cookies and similar tracking technologies on www.cerodigi.net.

This policy has been prepared in compliance with the requirements of the following legal frameworks:

- Turkish Law No. 6698 on the Protection of Personal Data (KVKK) and the Electronic Communications Law No. 5809
- EU General Data Protection Regulation (GDPR) — applicable to visitors from EU/EEA member states
- ePrivacy Directive 2002/58/EC (EU Cookie Law) as implemented across EU member states
- US state-level privacy laws including the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA)
- Gulf Cooperation Council (GCC) data protection frameworks, including UAE Federal Decree-Law No. 45 of 2021 on Personal Data Protection and Saudi Arabia PDPL

By continuing to use our website, you acknowledge this policy. Where consent is required by law, we will ask for it via our cookie consent banner before placing non-essential cookies on your device.

2. What Are Cookies?

Cookies are small text files that are stored on your device (computer, tablet, or mobile) when you visit a website. They allow the website to recognise your device on subsequent visits and remember your preferences and actions.

In addition to cookies, we also use similar tracking technologies including:

- Local Storage — browser-based storage that persists beyond a session, used by certain embedded tools
- Pixel tags / web beacons — invisible 1x1 images embedded in pages or emails that signal when content has been accessed
- Session identifiers — temporary tokens used to maintain user state within a single browsing session

References to "cookies" in this policy include all such technologies unless otherwise stated.

3. Categories of Cookies We Use

We use the following four categories of cookies. The detailed tables in Section 5 list each cookie individually by name, provider, purpose, type, duration, and legal basis.

3.1 Strictly Necessary Cookies

These cookies are essential for the website to function. They enable core features such as session management, security, login authentication, and language selection. These cookies cannot be disabled as

the website cannot function properly without them. No consent is required for their use under any applicable jurisdiction.

3.2 Analytics & Performance Cookies

These cookies collect anonymous or pseudonymous information about how visitors use our website — such as which pages are visited most often, how long users spend on each page, and any error messages encountered. The data is used solely to improve website performance and user experience.

Providers include: Google Analytics, Hotjar.

Legal basis: Explicit consent (GDPR Art. 6(1)(a); KVKK Art. 5(1); CCPA opt-out right; UAE PDPL / Saudi PDPL consent requirement).

3.3 Marketing & Advertising Cookies

These cookies are used to deliver relevant advertisements to you based on your browsing behaviour, and to measure the effectiveness of our advertising campaigns. They are set by our advertising partners and may track your activity across other websites.

Providers include: Google Ads, Meta (Facebook/Instagram), LinkedIn.

Legal basis: Explicit consent (GDPR Art. 6(1)(a); KVKK Art. 5(1); CCPA — constitutes "sale" / "sharing" of personal information, opt-out required; GCC — consent required under UAE PDPL and Saudi PDPL).

3.4 Functional Cookies

These cookies enable enhanced functionality on our website, including embedded YouTube videos and the Tawk.to live chat widget. Without these cookies, some or all of these features may not work correctly.

Providers include: YouTube (Google), Tawk.to.

Legal basis: Explicit consent (GDPR Art. 6(1)(a); KVKK Art. 5(1); GCC consent frameworks).

4. Managing and Withdrawing Consent

4.1 Cookie Consent Banner

When you first visit www.cerodigi.net, a cookie consent banner will be displayed. You can choose to accept all cookies, reject non-essential cookies, or customise your preferences by category. Your preferences will be stored for up to 12 months, after which you will be asked again.

You may withdraw or change your consent at any time by clicking the cookie settings link in the website footer.

4.2 Browser Controls

You can also control and delete cookies directly through your browser settings. Please note that disabling certain cookies may affect the functionality of this website. For guidance on managing cookies in your browser, visit:

- Google Chrome: chrome://settings/cookies
- Mozilla Firefox: about:preferences#privacy
- Apple Safari: Safari > Preferences > Privacy
- Microsoft Edge: edge://settings/privacy

4.3 Opt-Out Tools Provided by Third Parties

- Google Analytics: tools.google.com/dlpage/gaoptout
- Google Ads personalisation: adssettings.google.com
- Meta Ads: facebook.com/adpreferences
- LinkedIn Ads: linkedin.com/psettings/guest-controls
- Hotjar: hotjar.com/legal/compliance/opt-out
- Tawk.to: tawk.to/privacy-policy
- YouTube / Google: myaccount.google.com/data-and-privacy

4.4 Your Rights by Jurisdiction

EU / EEA (GDPR): You have the right to withdraw consent at any time. Non-essential cookies will not be placed without your prior consent.

Turkey (KVKK): You have the right to object to data processing and to withdraw consent at any time. Cookies requiring consent will not be placed without explicit approval.

United States — California (CCPA/CPRA): Marketing and advertising cookies may constitute a "sale" or "sharing" of personal information. California residents have the right to opt out. A "Do Not Sell or Share My Personal Information" option is available via the cookie consent banner.

GCC (UAE PDPL / Saudi PDPL): Consent is required prior to placing non-essential cookies. You may withdraw consent at any time and request deletion of data collected via cookies by contacting us at info@cerodigi.net.

5. Detailed Cookie Tables

The tables below list all cookies currently in use on www.cerodigi.net, categorised by purpose. This list is reviewed and updated regularly. Last reviewed: 21 March 2026.

5.1 Strictly Necessary Cookies

These cookies are always active and do not require consent.

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
wordpress_sec	WordPress (Self)	Security token for admin authentication	HTTP	Session	Necessary
wordpress_logged_in_*	WordPress (Self)	Identifies logged-in users and preserves login state	HTTP	Session	Necessary
wp-settings-*	WordPress (Self)	Stores user UI preferences in admin panel	HTTP	1 year	Necessary
PHPSESSID	Server (Self)	Maintains user session state across pages	HTTP	Session	Necessary

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
cookieconsent_status	Cookie Banner (Self)	Stores the user's cookie consent choice	HTTP	1 year	Necessary
woocommerce_cart_hash	WooCommerce (Self)	Tracks cart contents for returning users	HTTP	Session	Necessary
_icl_current_language	WPML (Self)	Remembers selected language preference	HTTP	1 day	Necessary

5.2 Analytics & Performance Cookies

Active only with your consent. Used to understand how visitors interact with the website.

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
_ga	Google Analytics	Registers a unique ID to generate statistical data on website usage	HTTP	2 years	Consent (GDPR/KVKK)
ga*	Google Analytics	Used by Google Analytics 4 to persist session state	HTTP	2 years	Consent (GDPR/KVKK)
_gid	Google Analytics	Registers a unique ID for a single day's statistics	HTTP	24 hours	Consent (GDPR/KVKK)
_gat	Google Analytics	Used to throttle request rate (limit data collection)	HTTP	1 minute	Consent (GDPR/KVKK)
hjSessionUser*	Hotjar	Sets unique Hotjar user ID; persists across sessions	HTTP	1 year	Consent (GDPR/KVKK)
hjSession*	Hotjar	Holds current session data; ensures subsequent requests are included in the same session	HTTP	30 minutes	Consent (GDPR/KVKK)
_hjFirstSeen	Hotjar	Identifies if it is the user's first visit	HTTP	30 minutes	Consent (GDPR/KVKK)
_hjAbsoluteSessionInProgress	Hotjar	Detects the first pageview session to identify new sessions	HTTP	30 minutes	Consent (GDPR/KVKK)
hjIncludedInSessionSample*	Hotjar	Indicates whether the user is included in Hotjar's session sample	HTTP	2 minutes	Consent (GDPR/KVKK)

5.3 Marketing & Advertising Cookies

Active only with your consent. Used to deliver relevant advertising and measure campaign performance.

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
_gcl_au	Google Ads	Stores and tracks conversions across pages (Google AdSense)	HTTP	3 months	Consent (GDPR/KVKK)
_gcl_aw	Google Ads	Stores click information from Google Ads for conversion tracking	HTTP	90 days	Consent (GDPR/KVKK)

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
IDE	Google DoubleClick	Used to register and report ad click actions for remarketing	HTTP	1 year	Consent (GDPR/KVKK)
_fbp	Meta (Facebook)	Used by Meta to deliver advertisements and track conversions	HTTP	3 months	Consent (GDPR/KVKK)
_fbc	Meta (Facebook)	Stores Facebook click ID for conversion attribution	HTTP	2 years	Consent (GDPR/KVKK)
fr	Meta (Facebook)	Used to deliver, measure, and improve relevance of ads	HTTP	3 months	Consent (GDPR/KVKK)
bcookie	LinkedIn	Browser ID cookie for LinkedIn ad tracking	HTTP	1 year	Consent (GDPR/KVKK)
bscookie	LinkedIn	Secure browser ID cookie for LinkedIn ad tracking	HTTP	1 year	Consent (GDPR/KVKK)
li_sugr	LinkedIn	Probabilistic matching of user identity for ad targeting	HTTP	90 days	Consent (GDPR/KVKK)
UserMatchHistory	LinkedIn	LinkedIn ad ID syncing for Insight Tag retargeting	HTTP	30 days	Consent (GDPR/KVKK)
AnalyticsSynchHistory	LinkedIn	Stores information about the time a sync with LinkedIn took place	HTTP	30 days	Consent (GDPR/KVKK)
li_gc	LinkedIn	Stores guest consent to use cookies for non-essential purposes	HTTP	6 months	Consent (GDPR/KVKK)

5.4 Functional Cookies

Active only with your consent. Required for embedded YouTube videos and the Tawk.to live chat widget.

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
VISITOR_INFO1_LIVE	YouTube (Google)	Estimates user bandwidth on pages with embedded YouTube video	HTTP	6 months	Consent (GDPR/KVKK)
YSC	YouTube (Google)	Registers a unique ID to keep statistics of YouTube videos watched	HTTP	Session	Consent (GDPR/KVKK)
yt-remote-connected-devices	YouTube (Google)	Stores user preferences for YouTube videos embedded in websites	Local Storage	Persistent	Consent (GDPR/KVKK)
yt-remote-device-id	YouTube (Google)	Stores user preferences for YouTube videos embedded in websites	Local Storage	Persistent	Consent (GDPR/KVKK)
__tawkuid	Tawk.to	Identifies the visitor across Tawk.to live chat sessions	HTTP	6 months	Consent (GDPR/KVKK)
TawkConnectionTime	Tawk.to	Monitors connection time for the live chat widget	HTTP	Session	Consent (GDPR/KVKK)
ss	Tawk.to	Session-specific cookie for Tawk.to live chat functionality	HTTP	Session	Consent (GDPR/KVKK)

5.5 Tag Management Cookies (Google Tag Manager)

Google Tag Manager is used to manage and deploy the tracking scripts listed above. GTM itself does not collect personal data but may fire cookies on behalf of third-party tools when consent has been given.

Cookie Name	Provider	Purpose	Type	Duration	Legal Basis
_dc_gtm_UA-*	Google Tag Manager	Used by GTM to throttle request rate to Google Analytics	HTTP	1 minute	Consent (GDPR/KVKK)
gtm*	Google Tag Manager	Container-level tags fired by GTM on behalf of third-party scripts	HTTP	Session	Consent (GDPR/KVKK)

6. International Data Transfers

Some cookies set by third-party providers (Google, Meta, LinkedIn, Hotjar, Tawk.to) may involve the transfer of data to the United States and other countries outside Turkiye and the EU/EEA. Where such transfers occur, appropriate safeguards are in place, including:

- EU Standard Contractual Clauses (SCCs) approved by the European Commission
- Compliance with KVKK Article 9 requirements for cross-border transfers
- Data processing agreements with all third-party providers

For GCC users: data transfers outside the GCC may occur via Google, Meta, and LinkedIn infrastructure. These providers maintain internationally recognised security standards and data protection commitments.

7. Updates to This Cookie Policy

We review and update this Cookie Policy regularly to reflect changes in the cookies we use, legal requirements, or our business practices. The updated policy will be published on this page with a revised effective date.

We encourage you to review this page periodically. Where changes are material, we will notify you via the cookie consent banner on your next visit.

8. Contact Us

If you have any questions about this Cookie Policy or wish to exercise your rights regarding cookie-related data processing, please contact us:

Company: CERO DIGI TEKNOLOJI SANAYI VE TICARET LIMITED SIRKETI

Trading as: CERO DIGI

Address: KEMALPASA MAH. MEHMET AKIF BLV. NO: 238/1, BAGCILAR / ISTANBUL, TURKIYE

Email: info@cerodigi.com | info@cerodigi.net

Website: www.cerodigi.net

For CCPA-specific requests (California residents), please include "CCPA Cookie Request" in your email subject line.

For GCC-specific requests (UAE / Saudi Arabia), please include "GCC Data Request" in your email subject line.

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