Userlane Cookie Policy Statement

Last Modified on 02.07.2026

If Userlane is used in a B2C environment targeting private individuals, we recommend including one of the following statements in the cookie policy.

Userlane places several cookies, and they should either all be set to “essential” or all to “functional,” depending on whether Userlane is implemented to

a) support regulatory duties, e.g. mandatory onboarding or training of functionalities related to security/privacy (essential) or

b) is used for analytics only (functional)

Userlane is classified as an essential cookie.

Our platform uses Userlane, to provide in-app guidance and ensure compliance with regulatory and security requirements. These cookies enable critical workflows and help users navigate required processes. Disabling these cookies would impact the platform’s ability to fulfill compliance requirements.

- **Purpose**: Ensuring compliance with regulatory requirements, guiding users through mandatory security and operational workflows, and ensuring users understand required platform features.
- **Data Processed**:
    - **Session data** (e.g., active session ID, authentication status) to ensure continuous access to required compliance processes.
    - **Interaction data** (e.g., completed steps in mandatory workflows) to verify that users have followed necessary procedures.
    - **Feature usage data** (e.g., whether a compliance-related feature was used or acknowledged) to document adherence to legal requirements.
    - **Navigation events** (e.g., page visits related to legal training) to confirm that regulatory training was completed.
- **Retention Period**: Data is retained only as long as necessary to demonstrate compliance with legal requirements.
- **Opt-Out Option**: These cookies are essential for compliance and security purposes and cannot be disabled.

More detailed information is available at Userlane’s End-User Privacy Policy at userlane.com/end-user-privacy

Userlane is classified as a functional cookie.

Our platform uses Userlane to enhance user experience and improve usability by analyzing how users interact with features and guidance elements. These cookies help us optimize workflows, identify areas where users need more support, and enhance overall usability. As these cookies are not required for the platform’s core

functionality, you can choose to disable them.

- **Purpose**: Tracking platform engagement, improving usability, and understanding user interactions.
- **Data Processed**:
    - **User interactions** (e.g., clicks, hovers, engagement with tooltips and guides) to analyze feature adoption.
    - **Navigation patterns** (e.g., pages visited, time spent on certain sections) to identify usability bottlenecks.
    - **Guide completion data** (e.g., whether users finish an onboarding tutorial) to improve tutorial effectiveness.
    - **Error tracking data** (e.g., failed actions or frequent exits from a process) to optimize platform guidance.
- **Retention Period**: Data is stored for analytics purposes and is anonymized where possible. Retention follows standard data protection policies.
- **Opt-Out Option**: You can disable these cookies in your [cookie settings] or [privacy preferences].

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