

BOCO

Cookies Policy

Website and Mobile Application — All Users — Global

1. About This Policy

This Cookies Policy explains how **BOCO SA (Pty) Ltd** (Reg No. 2025/967932/07) (“BOCO”, “we”, “us”, “our”) uses cookies and similar tracking technologies on the BOCO website at www.myboco.app and the BOCO mobile application (together, the “Platform”).

This Policy applies to all visitors, clients and coaches who access the Platform, regardless of where you are located. It supplements our Privacy Policy (available at www.myboco.app/privacy), which explains more fully how we process personal information.

BOCO is incorporated and operates from South Africa and processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). Because our Platform is accessible globally and we actively market to international clients, we apply the consent standards of the EU/UK General Data Protection Regulation (GDPR) and the EU ePrivacy Directive to all users. Where GDPR sets a stricter standard than POPIA, we apply the GDPR standard globally.

2. What Are Cookies and Similar Technologies?

Cookies are small text files placed on your device (computer, tablet or smartphone) when you visit a website or use an application. They are widely used to make platforms work correctly, improve performance, and provide information to the platform operator. Cookies cannot access other data on your device and cannot carry viruses or malware.

Type	Description
Session cookies	Temporary files that expire when you close your browser. Used for login authentication and session management.
Persistent cookies	Remain on your device until they expire or you delete them. Allow the Platform to recognise you on return visits.
First-party cookies	Set directly by BOCO for Platform functionality.
Third-party cookies	Set by our trusted service providers (analytics, payment, advertising partners) for the purposes described in this Policy.
Similar technologies	Pixels, web beacons, SDKs, APIs and server logs that function similarly to cookies. All references to “cookies” in this Policy include these similar technologies.

3. Why BOCO Uses Cookies

We use cookies to provide, protect and improve the Platform. Specifically, we use them to:

- Enable core Platform functions including login, session management, search, booking and secure payment processing;
- Keep the Platform secure, authenticate users, and detect and prevent fraud and misuse;
- Remember your settings and preferences such as language and region;
- Understand how visitors find and use the Platform so we can measure and improve performance; and

- Where you have given explicit consent, show you content and advertising that is more relevant to your interests and measure campaign effectiveness.

4. Categories of Cookies We Use

We group the cookies we use into four categories. Strictly necessary cookies are always active. All other categories are switched off by default and are activated only when you give your explicit consent through the cookie preference centre.

Cookie Name	Provider	Type	Duration	Purpose
__cf_bm	Cloudflare	Essential	30 minutes	Used to distinguish between humans and bots and protect the app from malicious traffic.
sessionid	Your App Domain	Essential	Session	Maintains the user's session and authentication across pages in the app.
csrftoken	Your App Domain	Essential	1 year	Helps prevent Cross-Site Request Forgery attacks.
__ga	Google Analytics	Analytics	2 years	Used to distinguish users and generate statistical data on how the app is used.
__gid	Google Analytics	Analytics	24 hours	Used to distinguish users and track their behavior in the app.
__gat	Google Analytics	Analytics	1 minute	Used to throttle request rate.

Each Type identified in the table above is explained below:

Essential – Necessary for the app to function properly (e.g. authentication, security).

Analytics – Collects aggregated data to help understand how the app is used and improve it.

5. Cookie Consent Banner and Your Choices

5.1 Cookie Consent — How It Works

When you first visit the Platform, you will see a cookie consent banner. In accordance with GDPR and POPIA, no non-essential cookies are placed on your device until you have made an active, informed choice. The banner gives you three options:

- Accept all cookies — enables all four cookie categories;
- Reject non-essential cookies — only strictly necessary cookies are set; or
- Customise preferences — choose which categories to enable or disable individually.

Your consent choice is recorded and stored. You can change your preferences at any time by clicking the “Cookie Preferences” link in the Platform footer. It is as easy to withdraw consent as it is to give it. Withdrawing consent does not affect the lawfulness of any processing carried out before withdrawal.

5.2 Browser Controls

Most browsers allow you to view, manage, delete and block cookies through their settings. If you block or delete cookies, some parts of the Platform may not function as intended. For guidance, see your browser’s help pages or visit www.allaboutcookies.org.

5.3 Opting Out of Advertising Cookies

You can opt out of personalised advertising from many providers through their own settings — for example, Google Ads Settings (adssettings.google.com) and Meta Ad Preferences (facebook.com/ads/preferences). You can also use self-regulatory opt-out tools such as Your Online Choices (youronlinechoices.com) for EU and UK users. Opting out means advertising will be less personalised, not that you will stop seeing ads entirely.

6. Third-Party Cookies and Service Providers

Some cookies on the Platform are set by third-party service providers who provide services to BOCO, including analytics, payment processing, security, customer support and advertising. These providers may use cookies to collect information about your activity on the Platform and, in some cases, across other websites and services.

BOCO does not control third-party cookies. Their use is governed by the relevant provider’s own privacy and cookies policies. We encourage you to review the policies of any third-party providers whose cookies are active on your device.

Where the Platform includes social media sharing features, the relevant social media provider may receive information about your visit and, if you are logged in to that provider, may associate it with your account.

7. International Data Transfers

Some of our service providers are located outside South Africa, which means that personal information collected through cookies may be transferred to and processed in other countries. Where such transfers occur, BOCO takes appropriate steps to ensure the information is protected in accordance with POPIA (section 72) and GDPR (Article 46).

For transfers of personal information of EU or UK users outside the EEA or UK, BOCO relies on the EU Commission’s Standard Contractual Clauses (2021) as the lawful transfer mechanism. More detail on our cross-border transfer approach is set out in our Privacy Policy at www.myboco.app/privacy.

8. Legal Basis and Your Rights

Strictly necessary cookies are used on the basis of BOCO’s legitimate interest in operating a secure, functioning Platform and are exempt from the consent requirement under POPIA and the EU ePrivacy Directive. All other cookies are used only on the basis of your explicit prior consent.

Cookies that collect personal information (such as online identifiers, IP addresses or device fingerprints) are subject to POPIA and, where applicable, GDPR. You have the following rights in relation to personal information collected through cookies:

- Right of access — request a copy of personal information collected about you
- Right to correction — request correction of inaccurate information

- Right to deletion / erasure — request deletion where no legitimate ground for retention exists
- Right to object — object to processing based on legitimate interest
- Right to withdraw consent — withdraw cookie consent at any time via the preference centre
- Right to lodge a complaint — with the Information Regulator (South Africa) or your local data protection authority

To exercise any of these rights, please contact our Information Officer as set out in Section 10 below, or refer to Section 9 of the BOCO Privacy Policy for full details.

9. Changes to This Policy

We may update this Cookies Policy from time to time to reflect changes in technology, our Platform, or applicable law. When we make material changes, we will update the version number and Last Reviewed date above and, where appropriate, notify you through the Platform or ask for your consent again if new cookie categories are introduced.

For EU and UK users, where a material change affects the basis on which we set non-essential cookies, we will seek fresh consent before the change takes effect.

10. Contact Us

If you have any questions about this Cookies Policy or our use of cookies and tracking technologies, please contact us:

Contact	Detail
General enquiries	support@myboco.app
Information Officer	Cindy Seabrook / support@myboco.app
Physical Address	2 Highwoods, 10 Seventh Avenue, Highlands North, Johannesburg, Gauteng 2192.
Website	www.myboco.app / www.myboco.app/privacy / www.myboco.app/cookies
Information Regulator (SA)	www.inforegulator.org.za inforeg@justice.gov.za
ICO (UK)	www.ico.org.uk
OAIC (Australia)	www.oaic.gov.au