Cookie policy

Version 1.3 | Last updated 2 October 2026

This is a translation of the French original, which governs in case of divergence.

A cookie is a small file your browser keeps at a site's request. This policy also covers the similar technologies we use on the application and the site: your browser's local storage (localStorage, sessionStorage), its cache space (Cache Storage) and a registered service worker. All of these store information on your device or read it, personal data or not.

The rule, set by article 10/2 of the law of 30 July 2018 on electronic communications, is a simple one: setting a cookie or a similar technology needs your consent, except in the two cases the law itself states. The first: the storage has the sole purpose of carrying out the transmission of a communication over an electronic communications network. The second: it is strictly necessary to provide a service you explicitly requested. There is no third case.

Every cookie we set today falls under the second case, which is why you see no consent banner on this site. We use no advertising, analytics or tracking cookie, and no third party sets a cookie or a similar technology through our pages. Every item below is set by Avanserv SRL. For your rights over the data it processes and to file a complaint, see our privacy policy.

The cookies we set

Name	Domain	Purpose	Ground	Lifetime	Category
avanserv_locale	avanserv.com and all its subdomains	Remember the language you explicitly chose through the language control	Strict necessity, the service you request by making that choice	12 months	Strictly necessary
avanserv_signed_in	avanserv.com and all its subdomains when the API is configured for this shared domain, otherwise only the origin that sets it	Signal that a session is open, so the public site sends you straight into the application	Strict necessity, the service you request by signing in	Session	Strictly necessary
access_token	app.avanserv.com	Authenticate your session in the application	Strict necessity	Session	Strictly necessary
refresh_token	app.avanserv.com	Renew your session without signing in again	Strict necessity	Session	Strictly necessary
sso_state	app.avanserv.com	Secure the sign-in journey through an identity provider, against request forgery	Strict necessity	The length of the sign-in journey, a few minutes	Strictly necessary

The avanserv_signed_in cookie carries no identity and no token; it amounts to "yes". The access_token and refresh_token cookies are out of reach of scripts (HttpOnly) and travel only over encrypted connections.

A cookie carried on avanserv.com is sent by your browser on every request to any subdomain of that zone, including a host that is no part of the application: the company's own internal management software. On that host, we do not read or use this cookie. Your browser sends it there anyway, because of its domain.

Your browser's own storage

Besides cookies, we use these storage areas belonging to your browser.

Among them, avanserv:theme and avanserv:sidebar:collapsed, like the avanserv_locale cookie described above, are remembered preferences: we write them only following a choice you make on the matching control, never by default. That explicit choice is itself the service you request: we remember the language, the theme or the panel state you chose, which falls under the strict necessity of article 10/2, the same ground as the strictly necessary cookies above.

The other items in the table below are written automatically, for the reason it states: the active organization id, on every load of your profile; the service worker registration and the entry it creates in Cache Storage, on every load of the application, to prepare the offline fallback page; the performance-measurement id, only if we switch that measurement on, which is off today.

Key	Scope	Type	Purpose	Ground	Lifetime	Sent to
avanserv:theme	app.avanserv.com	localStorage	Remember whether you prefer the light or the dark theme	Strict necessity, the service you request by making that choice	Until you clear it	Nowhere, it stays on your device
avanserv:sidebar:collapsed	app.avanserv.com	localStorage	Remember whether you collapsed the navigation panel	Strict necessity, the service you request by making that choice	Until you clear it	Nowhere, it stays on your device
avanserv_active_organization_id	app.avanserv.com	localStorage	Remember the active organization, to address your requests to the right one	Strict necessity, the service you request by working within an organization	Until you sign out	Our servers, in the header of every request while you are signed in
avanserv.rum.sessionId	app.avanserv.com	sessionStorage	Correlate performance measurements of the application	None, this measurement is off today	When the tab closes	Nowhere today; to our own telemetry collector if we switch it on

Key	Scope	Type	Purpose	Ground	Lifetime	Sent to
avanserv-offline-v2	app.avanserv.com	Cache Storage	Keep a fixed fallback page, shown when the connection drops or a request fails	Strict necessity, the application's offline continuity	Until you clear it	Nowhere, it stays on your device
Service worker registration	app.avanserv.com	Service worker	Install the script that manages the fallback page above	Strict necessity, the application's offline continuity	Until unregistered	Nowhere, it stays on your device

How to remove them

You can clear these cookies and this storage at any time in your browser's settings, or browse in a private window so they disappear when you close it. The consequence: the site and the application forget your language; the application also forgets your theme and your active organization, and asks you to sign in again; the navigation panel returns to its default state. The site has no theme control.

Changes to this policy

If we add a cookie or another storage technology that falls outside the exemptions above, including switching on the performance measurement described above, we will first put a compliant consent mechanism in place, where refusing is as easy as accepting. Every version of this page is dated. Questions: privacy@avanserv.com.