

# DOCTOLIB CONNECT WEBSITE COOKIES POLICY

## Cookie information

Doctolib uses cookies and similar technologies to enable, secure and facilitate your browsing, or to carry out visit statistics. This policy explains how and why Doctolib uses these technologies and the choices available to you.

It supplements the [Personal Data Protection Policy](#) and is applicable to the site [connect.doctolib.com](https://connect.doctolib.com) (the "Site").

Doctolib reserves the right to update this policy on the Site at any time, in particular by posting a new, updated banner.

## What cookies are used and why ?

Cookies and similar technologies refer to the set of trackers used by Doctolib to store or read personal and non-personal data on or from your device when you use the Site. For the sake of simplicity, hereafter jointly defined as "Cookies".

Cookies are used to store or read information on or from your device for various purposes. Depending on the purpose of the Cookies, your consent may be required.

You can inform yourself at any time, configure your Cookies, accept or refuse them by going to the [Cookie Management](#) page, the link to which can be found at the bottom of each page of the Site. You can indicate your global preferences for the Site, either by purpose.

You also have other options for deactivating Cookies, listed below in the "How to deactivate Cookies" section.

The Cookies placed on the Site serve the following purposes:

# Essential Cookies

Doctolib uses Cookies that are strictly necessary for the proper operation and administration of the Site, the provision of services requested by the Internet user, the protection of the Site against computer attacks, and the retention of your consent to the deposit of Cookies.

These Cookies are essential for browsing the Site. Their deletion may make it difficult or impossible to browse the Site or to benefit from the services requested by the user.

<b>Name of the cookie or tracker</b>	<b>Purpose</b>	<b>Retention</b>
Doctolib Connect Local storage:  lang  webchat_settings  NAVIGATION_STACK	This Cookie is used to:  - store the session keys for authentication with server and phone communication encryption  - register your preferences: e.g. dark mode on/off, language, navigation stack etc.	Until the browser is deleted or local storage is manually cleared.
CookieConsent	This Cookie is used to record and track your consent to the placement of Cookies	6 months
CRAFT_CSRF_TOKEN	Created by the Content Management System. Used to provide protection against Cross-Site Request Forgery attacks (CSRF) for whenever a form is used.	Session

CraftSessionId	This cookie is used to keep your session active and ensure the website works properly as you navigate between pages.	Session
ZD-settings	Saves your support/chat widget settings (e.g. language or display preferences) so it works as expected.	Until you clear your browser storage.
ZD-suid	Allows the Zendesk support feature to recognise your current session so it works properly.	20 min
ZD-buid	Helps Zendesk identify your browser/device for support purposes.	Until you clear your browser storage.
ZD-store	Keeps the Zendesk support widget consistent as you navigate between pages (e.g. keeps it open and remembers its state).	Until you clear your browser storage.
_cfuid	Used by Cloudflare to deliver the website securely and reliably (e.g. load balancing and traffic management).	Session

## Analytical cookies

These Cookies collect browsing and traffic data. They are used to measure the content consulted, to measure Site performance (to detect browsing problems or to optimize technical

performance or ergonomics, or to estimate server power requirements on the basis of non-anonymous statistics) or to track the user's overall browsing experience.

These Cookies are used for the purposes specified below when the user/visitor accepts the Audience measurement Cookies purpose.

Name of the cookie or tracker	Purpose	Retention
amp_XXX (Amplitude)	This cookie is used to track, across different sessions, interactions with the content displayed on the Site (e.g. views and clicks) in order to generate statistical reports and improve the quality of our services. The information collected by the cookie is transmitted via the following address: <a href="https://api.eu.amplitude.com/">https://api.eu.amplitude.com/</a> .	Data collected: 13 months

## Sharing the use of your terminal with other people

If your terminal is used by several people, and when the same terminal has several browsers, we cannot be certain that the services intended for your terminal correspond to your own use of this terminal and not to that of another user of this terminal.

You are free to choose whether or not to share the use of your terminal with others, and you are responsible for configuring your browser's settings with regard to Cookies.

## How can I deactivate Cookies?

You have several options for managing Cookies.

First of all, you can use our [Cookie Management](#) page, the link to which can be found at the bottom of each page of the Site. This module allows you to indicate your preferences either globally for the Site, or service by service.

You can also configure your browser to reject Cookies either systematically or according to the sender.

Each browser's configuration is different. Here are some examples:

- Firefox: Menu/Preferences/Privacy Panel/Advanced Anti-Tracking Protection -> select the Custom box then the Cookies box -> select "All Cookies" or "All Third-Party Cookies" from the scrolling menu.
- Chrome: Menu/Settings/Advanced settings/Privacy and security/Content settings/Cookies -> Disable button: Allow sites to save/read cookie data.
- Safari for macOS: Safari/Preferences/Tab: Privacy check the box: Block all cookies
- Safari for iOS: Settings/Safari menu check the box: Block all cookies
- Internet Explorer: Menu/Internet Options/Tab: Privacy click on Advanced/Advanced Privacy Settings check the box: Ignore automatic cookie handling automatic cookie handling

## Contact

If you have any questions or complaints regarding Doctolib's compliance with this Policy, or if you would like to provide Doctolib with recommendations or comments to improve the quality of this Policy, you may contact Doctolib in writing at the following address:

- Doctolib B.V., Privacy Department, Keizersgracht 585, 1017 DR Amsterdam, The Netherlands, or
- [info-connect@doctolib.com](mailto:info-connect@doctolib.com)

Date: February 2026

---