Cookie Policy

Updated October 6, 2026

Source: https://enrow.io/en/legal/cookie-policy

1. What is a Cookie?

A cookie is a small text file placed on your device (computer, tablet, smartphone) when you visit a website. Cookies enable the website to recognise your browser on subsequent visits, to remember your preferences and to collect browsing data.

This policy also applies to similar technologies such as pixels, web beacons, local storage (localStorage) and tracking identifiers.

2. Management of Your Consent

On your first visit to enrow.io, a cookie consent banner enables you to choose the categories of cookies you wish to accept. You may change your preferences at any time by clicking the "Manage my cookies" link at the bottom of each page of the website.

Strictly necessary cookies do not require your consent.

All other cookies (analytics, marketing, preferences) shall only be placed after your express prior consent, in accordance with Article 82 of the Loi Informatique et Libertés and the CNIL recommendations of 17 September 2020. The only exception is the affiliate and referral programme cookies described in 3.5: they are placed without waiting for your choice in the banner, because these programmes need them to work, and refusing cookies in the banner does not remove them.

3. Categories of Cookies Used

3.1 — Strictly Necessary Cookies

These cookies are essential to the operation of the website and the Service. They cannot be disabled. They do not require your consent.

Cookie / Service	Provider	Purpose	Duration	Type
enrow_consent	enrow (first-party)	Records the user's consent status for the various cookie categories.	12 months	HTTP cookie
enrow_ads_consent	enrow (first-party)	Shares your advertising consent choice with app.enrow.io, so that a single decision applies across the whole service.	12 months	HTTP cookie

Session cookie	ENROW	Maintenance of the authenticated user session (JWT). Identification and authentication.	Session	HTTP cookie
CSRF token	ENROW	Protection against Cross-Site Request Forgery attacks.	Session	HTTP cookie
Stripe cookies	Stripe	Required for the secure processing of card payments (3D Secure, fraud detection).	Session	HTTP cookie
Cloudflare Turnstile	Cloudflare	Bot protection of the rights exercise form and of the free email finder and verifier. Loaded when the rights exercise form page opens, and on the finder and verifier only once you start using it (first click, tap or keyboard focus on the tool); reads technical signals from your browser to tell a person from automated traffic. Never used for advertising.	Session	Script + challenge iframe (challenges.cloudflare.com)

3.2 — Functional Cookies

These cookies enhance your experience by remembering your preferences. They are subject to your consent.

Cookie / Service	Provider	Purpose	Duration	Type
Intercom cookies	Intercom	Support widget: user identification, conversation history, chat preferences.	9 months	HTTP cookie + localStorage
HubSpot cookies (__hs*)	HubSpot	Contact forms, live chat. Stores interactions with forms and commercial support.	13 months	HTTP cookie
Google Fonts	Google	Loading of typefaces from Google servers (fonts.googleapis.com). Transmits the visitor's IP address to Google upon loading. Subject to consent.	None (HTTP request)	External request

YouTube (yt-*, VISITOR_INFO*, YSC)	Google	Embedding of YouTube videos (privacy-enhanced mode youtube-nocookie.com where available). May place cookies to store playback preferences and track video interactions.	6 to 18 months	HTTP cookie + local-Storage
Cal.com (embedded booker)	Cal.com	Demo booking widget on /book-demo. Loads an app.cal.com iframe when the form is submitted, and may set cookies to carry the booking session.	Session to 1 year	External request + HTTP cookie

3.3 — Analytics Cookies (Audience Measurement)

These cookies enable us to measure website and Service traffic, to understand how visitors use ENROW and to improve our offering. They are subject to your consent.

Cookie / Service	Provider	Purpose	Duration	Type
HubSpot analytics (__hstc, hubspotutk, __hssc)	HubSpot	Visit tracking, identification of returning visitors, traffic source attribution.	13 months	HTTP cookie

3.4 — Marketing and Advertising Cookies

These cookies are used to serve you relevant advertisements on third-party platforms and to measure the effectiveness of our campaigns. They are subject to your consent.

Cookie / Service	Provider	Purpose	Duration	Type
Google Ads (*gcl, gac*)	Google	Google Ads conversion tracking. Measurement of advertising return on investment. Retargeting.	90 days	HTTP cookie + pixel
Meta Pixel (_fbp, _fbc)	Meta	Facebook/Instagram conversion tracking. Creation of custom and lookalike audiences. Retargeting.	90 days	HTTP cookie + pixel
LinkedIn Insight Tag (li_*, ln_or, bcookie)	LinkedIn	LinkedIn Ads conversion tracking. Demographic analysis of visitors (sector, company size, role). Retargeting.	6 months	HTTP cookie + pixel
X Ads Pixel (muc_ads, personalization_id)	X (Twitter)	X (Twitter) Ads conversion tracking. Audience building and retargeting on X.	13 to 24 months	HTTP cookie + pixel

enrow_click_id	enrow (first-party)	Stores the Google Ads click identifier (gclid) so that a signup completed on app.enrow.io can be attributed to the ad it came from.	90 days	HTTP cookie

3.5 Affiliate (Partnero) and Referral Programme Cookies

These cookies are needed for ENROW's affiliate programme and, for enrow_partner_ref, its referral programme to work: they credit your sign-up to the partner or the user who referred you to ENROW and, for a partner, allow their commission to be calculated. They are only set when you arrive through a partner's link (an address containing ?aff= or /prt/ followed by the partner's key or, on app.enrow.io, the ?partner_ref= parameter that our links add) or, for enrow_partner_ref, through a user's referral link (see below), except partnero_session_uuid, which is set on every visit. The script of our provider Partnero is loaded from Partnero's servers on every page of enrow.io and app.enrow.io: as with any resource loaded from a third-party server, Partnero then receives each visitor's IP address and browser type. These cookies are set without waiting for your choice in the banner and are not removed if you refuse cookies; you can delete them at any time in your browser settings (section 5). They are not used for advertising or profiling. A visit that comes from a paid advertisement (utm_medium or medium parameter equal to cpc or ppc) is not credited. For ENROW's referral programme, app.enrow.io sets the enrow_partner_ref cookie when you follow a user's referral link (an address containing ?invite= followed by a code). This cookie keeps a single link, the last one followed, whether it comes from a partner or from a user: your sign-up is credited to one of the two programmes only.

Cookie / Service	Provider	Purpose	Duration	Type
enrow_partner_ref	enrow (first-party)	Key of the partner or referral code of the last link you followed, and date of the click. Credits your sign-up on app.enrow.io to that partner or to the user who invited you (the last click counts), even when Partnero's script is blocked.	30 days	HTTP cookie
partnero_partner	Partnero	Key of the partner whose link you followed, set by Partnero's script to count the click and credit it to that partner (the last click counts).	30 days	HTTP cookie
referral_url	Partnero	Address of the page opened by the partner link, kept by Partnero's script together with the key above.	30 days	HTTP cookie
partnero_session_uuid	Partnero	Random identifier of your browser, set by Partnero's script on every visit, even without a partner link, and sent to Partnero with clicks on a partner link.	13 months at most (recalculated on each visit)	HTTP cookie

When you follow a partner link, Partnero's script sends Partnero the page address, the identifier above, your browser's language and screen size, and the referring page. If you then create an account, ENROW sends Partnero your account's Stripe customer identifier, your email address and the partner's key, then, during the twelve-month commission period, the reference, date, type (for example subscription, renewal or purchase of credits), currency and amount excluding tax of your payments and of their refunds. For more information, see our privacy policy.

4. Cookie Lifespan

In accordance with CNIL recommendations, the lifespan of cookies shall not exceed thirteen (13) months. Information collected via these cookies shall be retained for a maximum period of twenty-five (25) months. The only exception is the partner's key or the referral code, and the click date, read from the affiliate and referral programme cookies (3.5): if you create an account, they are recorded with it and kept for as long as the account exists.

Your consent shall be renewed every twelve (12) months via the consent banner.

5. How to Manage Your Cookies

5.1 — Via Our Consent Banner

You may change your preferences at any time by clicking the "Manage my cookies" link at the bottom of the page. The consent banner enables you to accept or refuse each category individually.

5.2 — Via Your Browser

You may also configure your browser to accept, refuse or delete cookies:

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

Please note that disabling certain cookies may affect the operation of the website and the Service.

5.3 — Pixels and Advertising Signals

You may also exercise your choice directly with the advertising platforms:

- **Google:** https://adssettings.google.com
- **Meta (Facebook):** https://www.facebook.com/ads/preferences
- **LinkedIn:** https://www.linkedin.com/psettings/advertising
- **YouTube / Google:** https://myaccount.google.com/data-and-privacy
- **European opt-out (YourOnlineChoices):** https://www.youronlinechoices.eu

6. Data Transfers Relating to Cookies

Certain cookies and technologies involve a transfer of data to the United States (Google Ads, Meta, LinkedIn, Google Fonts, YouTube). Such transfers are governed by the EU-US Data Privacy Framework and, where applicable, Standard Contractual Clauses (SCCs). These cookies and external requests shall only be triggered after your express consent.

Cloudflare Turnstile, a strictly necessary security tool, involves a transfer to Cloudflare, Inc. (United States, EU-US Data Privacy Framework and SCCs). It is loaded without prior consent, only on the rights exercise form page and once you start using the free email finder and verifier.

Our consent banner is first-party and stores your choices locally in your browser; HubSpot operates within the EEA. No transfer outside the EEA occurs for these services.

7. Legal Basis

In accordance with Article 82 of the Loi Informatique et Libertés and the ePrivacy Directive (2002/58/EC):

- **Strictly necessary cookies:** exempt from consent (Article 82, paragraph 2). They are essential to the provision of the Service requested by the user.
- **Affiliate and referral programme cookies (3.5):** placed without prior consent because these programmes need them to work; they are only used to credit a sign-up to the partner or the user who brought it.
- **All other cookies:** subject to the user's prior, free, specific, informed and unambiguous consent (Article 82, paragraph 1). Consent is collected via our consent banner before any placement.

Refusing non-essential cookies shall not affect access to the website or the Service.

8. Amendments to This Policy

ENROW reserves the right to amend this cookie policy at any time, in particular to reflect the addition or removal of cookies or to comply with regulatory developments. The date of last update is indicated at the top of this document.

9. Contact

For any enquiry relating to cookies:

- **DPO:** Louis CONGARD — dpo@enrow.io
- **Supervisory Authority:** CNIL — www.cnil.fr