CHAUFFEU

Cookie policy

Chauffeu - NEXANTO
Version 2026-10-13-app12 of 5 November 2026 (app and website version of the text of 13 October 2026)

For information only: this English translation is provided for convenience. The French version prevails.

1 - Controller and purpose

This policy covers the cookies and similar technologies used in the "Chauffeu" iOS app, on the pages served by the app's server (legal pages, payment page, email links) and on the website https://chauffeu.com, all published by **SZANTO Dominik EI - NEXANTO**, SIRET 130 807 183 00012, 142 rue du Faubourg Saint-Antoine, 75012 Paris. Contact: **contact@chauffeu.com**.

A cookie is information read or stored on the device. Pixels, identifiers and browser or app storage can serve similar purposes. How they are classified depends on their actual use, not only on their name or provider.

The Privacy policy explains the other processing, the recipients, any transfers and the rights. This policy does not mean that all the categories below are actually installed: the inventory lists only the tools actually used.

1 bis - Chauffeu app: no cookies, no trackers

The Chauffeu app uses **no cookies, no advertising trackers, no audience-measurement tools and no advertising identifier**. It does not track you within the meaning of Apple's "App Tracking Transparency" feature and therefore shows no consent request.

It uses only storage that is **strictly necessary** for the service requested, on the device (iPhone, iPad or Mac): session tokens and the device key in the device's keychain and, if logging in with Face ID or Touch ID is switched on, its key in the Secure Enclave, a local copy of the profile, bookings, recent addresses and journeys, billing addresses and concierge conversations, ride reminders scheduled on the device, and display preferences such as language and appearance. This storage is read only by the app and is not used for any tracking. The notification token assigned by Apple is used only to send the notifications you allowed (Privacy policy, section 2 bis), never for tracking.

The legal pages, the page that opens the app, the calendar file and the payment return pages served by the app's server set no cookies. Emails sent by NEXANTO contain no tracking pixel and no tracking link added by NEXANTO; the open and click tracking offered by the email provider remains switched off.

1 ter - The chauffeu.com website: necessary cookies, and Google Maps and recent journeys subject to your agreement

The website https://chauffeu.com uses **no advertising trackers, no audience-measurement tools and no social-network pixels**. Without your agreement, it uses only cookies and storage that are **strictly necessary** for the service requested, read only by the website and not used for any tracking:

Name or storage	Provider	Purpose	Period
journey_session cookie (httpOnly)	chauffeu.com	Identifies the visitor's current booking request	At most 7 days

Name or storage	Provider	Purpose	Period
journey_csrf cookie	chauffeu.com	Protects forms against submissions from another site	At most 7 days
chauffeu_web sign-in cookie (httpOnly; named __Host-chauffeu_web over a secure connection)	chauffeu.com	Links the browser to its session on the website: booking request and payment in progress and, after sign-in, the Chauffeu account; it holds only a random identifier, which changes at every sign-in and logout, and the session tokens stay on the website's server	At most 13 months (395 days) after its last use, renewed at most once a day
chauffeu_csrf cookie (named __Host-chauffeu_csrf over a secure connection)	chauffeu.com	Protects sign-in, account creation and booking against submissions from another site	At most 13 months (395 days)
Access cookie for a booking made without an account (httpOnly; named chauffeu_booking_access, or __Host-chauffeu_booking_access over a secure connection)	chauffeu.com	After the booking link received by email is opened, gives access to that booking only, without leaving the token in the page address	At most 30 minutes; cleared when the link is no longer valid and at logout
Password-creation link cookie (httpOnly; named chauffeu_account_link, or __Host-chauffeu_account_link over a secure connection)	chauffeu.com	After the link in the email inviting you to create your account is opened, lets you create the password or, if an account already uses your address, add the booking to it after signing in, without leaving the token in the page address	At most 30 minutes; cleared after use and at logout
chauffeu_email_link cookie (httpOnly; named __Host-chauffeu_email_link over a secure connection)	chauffeu.com	After the link in the email to confirm your email address or to reset your password is opened, lets you confirm the address or choose the new password without leaving the token in the page address	At most 30 minutes; cleared after use or when the link is no longer valid
Browser local and session storage (keys bptVehViewMode, bpt_… and native_…)	chauffeu.com	Running the booking form: current journey and places, vehicle classes, display mode, resuming a request	Until cleared in the browser or the end of the browsing session
Browser storage (keys chauffeu.step1.clock.…, one per website language)	chauffeu.com	Remembers the clock format chosen in the booking form (12 h or 24 h)	Until cleared in the browser
Agreement to the AI concierge and current conversation (browser storage)	chauffeu.com	Remembers the version of the accepted text and its date; shows the current conversation	Until the agreement is withdrawn, the browsing session ends or the storage is cleared in the browser

Name or storage	Provider	Purpose	Period
Cookie choice	chauffeu.com	Remembers your choice on the banner (accept, refuse or customise)	6 months

Google Maps on the booking form (subject to your agreement). The booking form uses Google's Maps JavaScript API to show the map and calculate the route of the journey you ask for. It is loaded only once you have agreed, on the website's banner or later with the "Manage my cookies" link; without that agreement, the booking form remains usable without Google's map. Once the API is loaded, Google receives your IP address, the page address and the places typed and may use its own cookies or storage, under its own responsibility (Privacy policy, section 2 ter).

Recent journeys on the home page (subject to your agreement). If you accept it on the website's banner or later with the "Manage my cookies" link, the home page saves in your browser's local storage (key chauffeu.home.recentTrips.v1) the last 10 journeys you started (place names, date and time, without account data or prices), so that you can resume them. This list is read only by the website, is not sent to our server, except the journey you resume, and is erased after 30 days, when you log out of the website or when you withdraw your agreement. Without that agreement, no list of recent journeys is saved.

2 - Necessary trackers and optional trackers

Trackers that are strictly necessary for a service expressly requested may operate without consent when they meet the legal conditions: for example keeping a session, essential security or remembering a cookie choice. They must not be diverted to advertising tracking.

Advertising trackers, cross-site tracking, some audience measurement and some third-party integrations require prior consent. They are neither set nor read before that choice, and the corresponding technical calls are blocked when they involve processing subject to consent.

Audience measurement is exempt only if its actual configuration meets the applicable criteria; simply calling it "statistics" or "cookieless" is not enough. The regime chosen for each tool appears in the inventory.

3 - Choosing, refusing and withdrawing

When consent is needed, the first level of the mechanism lets you **accept, refuse or customise**, with refusal as easy as acceptance. Optional purposes are not pre-ticked. Closing the banner, silence or continued browsing do not count as consent.

Refusing optional trackers does not block the essential request or booking functions. An optional third-party function may stay inactive until it is chosen, with an alternative where necessary.

When a consent mechanism is used, choices can be changed at any time via a **"Manage my cookies"** link that is always available. Withdrawing consent must be as easy as giving it. Withdrawal prevents the future uses concerned, without affecting the lawfulness of earlier processing.

In the app and on the pages served by its server, no tracker subject to consent is used: no banner and no "Manage my cookies" link are therefore needed there. On the website https://chauffeu.com, Google's Maps JavaScript API used by the booking form is loaded, and the list of recent journeys on the home page is saved, only once you have agreed: a banner lets you accept, refuse or customise your choice, and the "Manage my cookies" link at the bottom of every page of the website lets you change this choice at any time.

4 - Inventory of the trackers actually used

Chauffeu app and pages served by its server (code reviewed on 22 October 2026, completed on 25 October 2026 for the payment page and on 28 October 2026 for PayPal and notifications): no cookies and no tracker subject to consent. The strictly necessary storage of the app is described in section 1 bis.

Website https://chauffeu.com (browser check of the website on 30 October 2026, completed on 2 November 2026 for the sign-in and protection cookies, booking without an account and recent journeys, and on 3 November 2026 for the time format of the booking form and the email address confirmation and password reset links): only the strictly necessary cookies and storage described in section 1 ter and, only once you have agreed, Google's Maps JavaScript API on the booking form and the list of recent journeys on the home page; no advertising tracker and no audience-measurement tool. Stripe sets no cookie and loads no script on the website.

Payment page: for a payment, the app or the website opens a payment page that loads SumUp's payment module and, if you choose it, Apple Pay. These services may use cookies or storage needed for the payment, strong customer authentication (3-D Secure) and fraud prevention, under their own responsibility. In the app, this page opens in a private browsing session: these cookies are not shared with Safari and are not kept after the page is closed. On the website, it opens in your usual browser: these cookies remain subject to SumUp's practices and to your browser's settings. The payment page itself is served by the app's server and sets no cookie; card entry and any 3-D Secure step take place in frames provided by SumUp and by the bank that issued the card. SumUp's practices are described in its cookie policy: https://www.sumup.com/en-ie/cookies/.

Payment with PayPal: when PayPal is offered and you choose it, the payment page served by the app's server, which sets no cookie, takes you to PayPal's pages, in the same private browsing session in the app, or in your usual browser on the website. PayPal may use its own cookies or storage there, needed in particular to log in to your PayPal account, for the payment and for fraud prevention, under its own responsibility and its own cookie information. In the app, these cookies are not shared with Safari and are not kept after the page is closed.

Payment with Stripe (website only): when Stripe is offered on the website and you choose it, the payment page served by the app's server, which sets no cookie, takes you, in your usual browser, to Stripe's payment page. Stripe may use its own cookies or storage there, needed in particular for the payment, strong authentication (3-D Secure) and fraud prevention, under its own responsibility and its cookie policy: https://stripe.com/legal/cookies-policy. Stripe sets no cookie and loads no script on the website https://chauffeu.com.

If optional tools are added later to the app, to the pages served by its server or to the website, the information and the choice mechanism are adapted before they are activated.

5 - Periods and proof of choice

The app and the pages served by its server ask for no cookie choice: no choice is therefore remembered there and no proof of consent is kept. On the website, your choice on the banner is recorded in your browser for 6 months, then asked for again; the proof of the choice (date, version of the banner and choice made, without your identity) is kept by the website's server for the same period. The strictly necessary storage of the app and the website is kept for the periods given in section 1 ter and in the Privacy policy (section 8).

If another tracker subject to consent were added, it would have its own period, limited to its purpose and stated in the inventory, and the proof of the choice would be kept for a documented and proportionate period, separate from the tracking period.

6 - Browser and help

Your browser may let you delete or block cookies. This may reset your choices or disrupt some necessary functions. This setting does not replace the choices Chauffeu must offer for its own trackers subject to consent.

For a difficulty or a data right: **contact@chauffeu.com**. A complaint can be sent to the CNIL at https://www.cnil.fr. The policy is updated when the trackers, purposes or providers change; no new use subject to consent is activated merely because of this update.