

Therapy withVR

Cookie Policy

Version	2.0.0
Effective date	30 days after notice is sent to existing users
Company	withVR BV
Registered address	Jozef Hebbelynckstraat 21, Merelbeke 9820, Belgium
VAT / company number	BE-0790.909.294
Governing law	Belgian law
Jurisdiction	Courts of Ghent, Belgium
Contact	hello@withvr.app legal@withvr.app

This Cookie Policy explains what cookies are, which cookies Therapy withVR uses, why we use them, and how you can manage your preferences. It applies to withvr.app and the Therapy withVR Web App.

This policy should be read alongside the withVR Privacy Policy, available at withvr.app, which provides full details of how we collect and process personal data.

1. What Are Cookies?

Cookies are small text files that a website places on your device (computer, tablet, or phone) when you visit. They are widely used to make websites work, to remember your preferences, and to provide information to website owners.

Cookies can be:

- **First-party cookies:** set by withVR directly, on withvr.app
- **Third-party cookies:** set by external services we use, such as Google Analytics

Cookies can also be:

- **Session cookies:** temporary files that are deleted when you close your browser
- **Persistent cookies:** files that remain on your device until they expire or you delete them

2. How We Use Cookies

We use cookies for the following purposes. Cookies are grouped into two categories based on whether they require your consent.

Strictly Necessary Cookies - No consent required

These cookies are essential for the platform to function. Without them, core features such as logging in and maintaining your session would not work. They do not collect personal data for marketing or analytics purposes, and they are set automatically when you use the platform.

Name	Provider	Purpose	Type	Duration	Consent
__session(Firebase Auth token)	Google Firebase	Stores your authentication token after you log in. Without this cookie, you would be logged out every time you navigate to a new page.	First-party Session	Session (deleted when browser closes)	Not required - strictly necessary
firebase:authUser(localStorage token)	Google Firebase	Maintains your logged-in state in the Therapy withVR Web App between sessions, so you do not need to log in every time you open the app.	First-party Persistent	Until you sign out or clear browser storage	Not required - strictly necessary
firebase:host(connection state)	Google Firebase	Stores Firebase Hosting routing and connection preferences to ensure the Web App loads correctly.	First-party Persistent	Up to 1 year	Not required - strictly necessary
withvr_consent	withVR BV	Stores your cookie consent preference so the consent banner does not appear on every visit. No personal data is recorded beyond your preference choice.	First-party Persistent	12 months	Not required - strictly necessary

Analytics Cookies - Consent required

These cookies help us understand how visitors use the withvr.app website (not the Web App or platform). We use Google Analytics to collect anonymous, aggregated data about page visits, traffic sources, and general usage patterns. This data does not identify individual users and is never used for advertising.

Analytics cookies are only set on the main withvr.app website. They are not used inside the Therapy withVR Web App or in any platform session.

These cookies are only set after you give your consent through our cookie consent banner.

Name	Provider	Purpose	Type	Duration	Consent
_ga	Google Analytics	Registers a unique ID used to generate statistical data on how you use the website. All data is anonymized and aggregated.	Third-party Persistent	2 years	Required - opt-in only
ga[ID]	Google Analytics	Used by Google Analytics to track session state and page interactions on the website.	Third-party Persistent	2 years	Required - opt-in only

_gid	Google Analytics	Registers a unique ID to generate statistical data on how you use the website. Expires quickly.	Third-party Persistent	24 hours	Required - opt-in only
_gat	Google Analytics	Used to throttle request rate to Google Analytics to limit data collection on high-traffic pages.	Third-party Persistent	1 minute	Required - opt-in only

Important: Therapy withVR does not use advertising cookies, marketing trackers, or any cookies that share data with advertising networks or social media platforms.

3. Cookie Consent

Under the EU ePrivacy Directive (implemented in Belgium via the Electronic Communications Act) and GDPR, we are required to obtain your prior, informed, and freely given consent before setting any non-essential cookies.

3.1 How we obtain consent

When you first visit withvr.app, a cookie consent banner will be displayed. The banner gives you the option to:

- Accept all cookies (including analytics)
- Reject non-essential cookies (only strictly necessary cookies will be set)
- Manage your preferences individually

Analytics cookies are not set until you actively choose to accept them. The banner does not pre-select any non-essential cookies.

3.2 Recording your consent

Your consent preference is stored in a small first-party cookie so that the banner does not appear on every visit. Your preference is recorded with a timestamp.

3.3 Withdrawing consent

You can withdraw your consent at any time by:

- Clicking the cookie preferences link in the footer of withvr.app
- Clearing your browser cookies, which will reset your preferences and display the consent banner again on your next visit
- Using your browser settings to block or delete cookies (see Section 5)

Withdrawing consent applies to analytics cookies only. Strictly necessary cookies cannot be disabled without affecting the functionality of the platform.

4. Cookies and the Web App

The Therapy withVR Web App uses Firebase Authentication tokens to maintain your logged-in session. These are strictly necessary for the app to function and are not used for tracking or analytics.

Google Analytics is not active inside the Web App. No analytics cookies are set during your sessions with clients or in any clinical or research context.

The Web App does not use advertising, marketing, or social media cookies of any kind.

5. Managing Your Cookie Preferences

5.1 Browser settings

You can control and delete cookies through your browser settings. Most browsers allow you to:

- View what cookies are stored and delete them individually or in bulk
- Block all cookies or cookies from specific websites
- Set your browser to notify you when a cookie is being set

To find instructions for your browser, search for "manage cookies" followed by your browser name (for example, "manage cookies Chrome" or "manage cookies Firefox"). Browser help pages for the most common browsers:

- Google Chrome: support.google.com/chrome
- Mozilla Firefox: support.mozilla.org
- Apple Safari: support.apple.com
- Microsoft Edge: support.microsoft.com

Note: Blocking or deleting strictly necessary cookies will affect your ability to log in and use the Therapy withVR Web App. Analytics cookies can be blocked without affecting platform functionality.

5.2 Google Analytics opt-out

If you have accepted analytics cookies and wish to opt out of Google Analytics specifically, you can install the Google Analytics Opt-out Browser Add-on, available at tools.google.com/dlpage/gaoptout. This prevents Google Analytics from collecting data about your website visits.

6. Third-Party Services

The cookies on withvr.app are set by the following third-party services. Each has its own privacy policy explaining how they handle data:

Service	Purpose	Privacy policy
Google Firebase	Authentication and Web App hosting	firebase.google.com/support/privacy
Google Analytics	Anonymous website usage analytics (withvr.app only, not the Web App)	policies.google.com/privacy

7. Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in the cookies we use, changes in the law, or improvements to how we explain our practices. If we make changes that materially reduce your privacy protections, we will notify you at least 30 days before the changes take effect, by email and/or through a notice on withvr.app. For updates that reflect changes to our website or platform (such as adding or removing cookies), we will update this policy promptly and notify you by email.

The version number and effective date at the top of this document identify the version in force. Previous versions are available on request.

8. Contact

If you have questions about this Cookie Policy or how we use cookies, contact us at:

withVR BV

Jozef Hebbelynckstraat 21, Merelbeke 9820, Belgium

General enquiries: hello@withvr.app

Legal and data protection: legal@withvr.app

You also have the right to lodge a complaint about our use of cookies with the Belgian Data Protection Authority (Gegevensbeschermingsautoriteit - GBA): contact@apd-gba.be | gegevensbeschermingsautoriteit.be