

Cookie Policy

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1. Introduction

Welcome to ServeusAI.

This Cookie Policy explains how ServeusAI Kft. ("ServeusAI", "we", "our" or "us") uses cookies and similar technologies when you visit our websites, access the Minerva platform or otherwise interact with our online services.

This Policy should be read together with our:

- Privacy Policy;
- Terms of Service; and
- other applicable documentation available through the ServeusAI Trust Center.

The purpose of this Cookie Policy is to explain:

- what cookies are;
- why we use them;
- what types of cookies we use;
- how long cookies remain on your device;
- how third parties may use cookies;
- how you can manage your cookie preferences; and
- your rights regarding cookies under applicable data protection laws.

Where required by applicable law, non-essential cookies are used only with your prior consent.

2. Scope

This Cookie Policy applies to:

- the ServeusAI corporate website;
- the Minerva web application;
- customer portals;
- Trust Center pages;

- documentation websites; and
- any other online services that reference this Cookie Policy.

It applies to cookies placed directly by ServeusAI as well as cookies placed by approved third-party service providers acting on our behalf.

3. What Are Cookies?

Cookies are small text files that are stored on your computer, tablet or mobile device when you visit a website.

Cookies enable websites to recognize devices, remember user preferences and improve the functionality, security and performance of online services.

Cookies may collect information such as:

- browser information;
- device identifiers;
- language preferences;
- session identifiers;
- authentication status;
- website usage information;
- pages visited;
- timestamps; and
- consent preferences.

Cookies do not typically identify individuals directly. However, certain cookies may be considered Personal Data under applicable data protection legislation when they can be associated with an identifiable individual.

4. Why We Use Cookies

ServeusAI uses cookies to provide secure, reliable and efficient online services.

Cookies support a variety of important functions, including:

- maintaining secure user sessions;
- authenticating users;
- protecting against unauthorized access;
- remembering user preferences;
- storing consent choices;
- measuring website performance;
- understanding website usage;
- improving website functionality;

- diagnosing technical issues; and
- enhancing the overall user experience.

ServeusAI does not use cookies to sell Personal Data or to build advertising profiles based on Customer Content.

5. Types of Cookies We Use

ServeusAI uses several categories of cookies depending on their purpose.

Strictly Necessary Cookies

Strictly Necessary Cookies are essential for the operation of our websites and Services.

These cookies support functions including:

- user authentication;
- session management;
- security controls;
- fraud prevention;
- load balancing;
- account login;
- consent management; and
- website functionality.

These cookies cannot generally be disabled because the Services would not function correctly without them.

Preference Cookies

Preference Cookies remember information that improves your experience.

Examples include:

- language selection;
- interface preferences;
- consent settings;
- accessibility preferences; and
- other user-selected configuration options.

These cookies improve usability but are not essential for basic website functionality.

Analytics Cookies

Analytics Cookies help ServeusAI understand how visitors interact with our websites.

Analytics information is used to:

- measure website traffic;
- identify popular content;
- understand visitor journeys;
- improve navigation;
- evaluate feature adoption;
- identify technical problems; and
- improve the overall user experience.

Where required by law, Analytics Cookies are used only after obtaining your consent.

Marketing Cookies

At the time of publication of this Cookie Policy, ServeusAI does **not** use advertising or marketing cookies for behavioural advertising or cross-site advertising purposes.

Should this change in the future, this Cookie Policy and the Usercentrics Consent Management Platform will be updated accordingly before such cookies are activated.

Future Cookie Categories

As the Services evolve, additional categories of cookies may be introduced where appropriate.

Where required by applicable law, new non-essential cookies will only be deployed after appropriate notice and, where necessary, obtaining valid user consent.

6. Cookies Used by ServeusAI

Overview

ServeusAI uses a combination of first-party and third-party cookies to support the operation of its websites and the Minerva platform.

The specific cookies that may be placed on your device depend on:

- the website or Service you access;

- whether you are authenticated;
- your cookie consent preferences;
- your browser settings; and
- changes to our technology providers over time.

The tables below describe the categories of cookies currently used by ServeusAI.

Strictly Necessary Cookies

These cookies are essential for providing the Services requested by the user and cannot generally be disabled.

Purpose	Example
User authentication	Maintaining authenticated user sessions
Session management	Keeping users logged in while using Minerva
Security	Protection against unauthorized access and malicious activity
Load balancing	Distributing traffic across infrastructure
Consent management	Remembering Usercentrics consent preferences
Platform functionality	Supporting core application features

These cookies do not require consent under applicable privacy legislation because they are necessary for the operation of the Services.

Preference Cookies

Preference cookies improve the user experience by remembering choices made by visitors.

Examples include:

- preferred language;
- interface settings;
- timezone preferences where applicable;
- accessibility settings;
- consent preferences; and
- other user-specific configuration options.

These cookies do not collect information for advertising purposes.

Analytics Cookies

Subject to user consent where required, ServeusAI uses analytics technologies to better understand how visitors interact with our websites.

Analytics cookies help us understand:

- which pages are visited most frequently;
- how users navigate the website;
- which features are most commonly used;
- website performance;
- visitor trends;
- technical issues; and
- opportunities for improving user experience.

Analytics information is used in aggregated form wherever reasonably practicable.

Third-Party Cookies

Certain cookies are placed by trusted third-party providers acting on behalf of ServeusAI.

At the time of publication, these providers include:

Provider	Purpose
Google Analytics	Website analytics
Google Tag Manager	Website tag management
Usercentrics	Consent Management Platform

ServeusAI periodically reviews these providers as part of its supplier management and privacy governance processes.

Cookies Used Within Minerva

The Minerva platform primarily relies on essential cookies required for secure operation.

Examples include:

- authentication;
- session continuity;
- security validation;
- user preferences;
- account state; and
- platform functionality.

Minerva does not rely on advertising cookies to operate.

Changes to Cookie Usage

ServeusAI continuously improves its Services.

As technologies evolve, cookies may be added, modified or removed.

Where changes affect non-essential cookies, users will be informed through Usercentrics and, where required, new consent will be requested before such cookies become active.

Summary

ServeusAI uses only those cookies that are necessary to operate secure, reliable and user-friendly Services.

Non-essential cookies are deployed only in accordance with applicable legal requirements and user consent.

7. Third-Party Services

Overview

ServeusAI works with selected third-party technology providers to support website functionality, analytics and consent management.

These providers may place or access cookies in accordance with their respective privacy documentation and contractual arrangements with ServeusAI.

Google Analytics

ServeusAI uses **Google Analytics 4 (GA4)** to understand how visitors interact with our websites.

Google Analytics may collect information including:

- pages visited;
- session duration;
- browser type;
- operating system;
- approximate geographic region;
- device type;
- referring website; and

- user interactions.

This information helps us improve website usability, performance and content.

Google Analytics is activated only where the user has provided the required consent.

Google Tag Manager

ServeusAI uses **Google Tag Manager (GTM)** to manage website scripts and analytics tags.

Google Tag Manager itself does not normally collect Personal Data.

Instead, it enables the controlled deployment of technologies such as Google Analytics and Usercentrics.

Usercentrics Consent Management Platform

ServeusAI uses **Usercentrics** to manage cookie consent in accordance with applicable privacy legislation.

Usercentrics enables visitors to:

- review cookie categories;
- grant consent;
- reject non-essential cookies;
- modify consent preferences; and
- withdraw previously granted consent.

Consent records are securely maintained to demonstrate compliance with applicable legal requirements.

Future Service Providers

ServeusAI may introduce additional analytics or website service providers over time.

Where required by law, users will be informed and appropriate consent will be obtained before new providers deploy non-essential cookies.

Summary

ServeusAI carefully selects third-party providers that support website functionality while maintaining appropriate privacy and security standards.

Third-party technologies are reviewed periodically as part of our privacy and supplier management programs.

8. Cookie Retention

Overview

Different cookies remain on a user's device for different periods depending on their purpose.

ServeusAI seeks to ensure that cookie retention periods are proportionate to the purposes for which the cookies are used.

Session Cookies

Session cookies exist only for the duration of the browser session.

These cookies are automatically deleted when the browser is closed.

Session cookies are primarily used for:

- authentication;
 - secure navigation;
 - temporary user preferences; and
 - platform functionality.
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Persistent Cookies

Persistent cookies remain on the device after the browser has been closed.

They may be used to remember:

- cookie preferences;
- language settings;
- user configuration;
- analytics identifiers; and
- other persistent website preferences.

Persistent cookies automatically expire after their configured lifetime or may be deleted manually by the user.

Retention Periods

Cookie retention periods vary depending on the specific cookie.

Where practical, ServeusAI seeks to ensure that:

- cookies are retained only as long as necessary;
- unnecessary persistent cookies are avoided;
- expired cookies are automatically removed; and
- retention periods remain consistent with the purpose of processing.

Users may delete cookies at any time through their browser settings.

Summary

ServeusAI retains cookies only for periods appropriate to their intended purpose and regularly reviews cookie lifetimes as part of its privacy governance program.

9. Managing Your Cookie Preferences

Overview

ServeusAI believes that individuals should have meaningful control over the use of non-essential cookies.

Where required by applicable law, users are provided with clear choices regarding the acceptance or rejection of cookies that are not strictly necessary for the operation of the Services.

Cookie preferences may be updated at any time.

Usercentrics Preference Center

ServeusAI uses the **Usercentrics Consent Management Platform (CMP)** to provide visitors with transparent control over cookie preferences.

Using the preference center, users may:

- accept all cookies;
- reject all non-essential cookies;
- enable or disable individual cookie categories;
- review the purpose of each cookie category;
- review third-party providers;
- modify previously granted consent; and
- withdraw consent at any time.

Changes to cookie preferences generally take effect immediately, although some cookies may remain active until they naturally expire or are removed by the browser.

Browser Controls

Most web browsers allow users to manage cookies directly through browser settings.

Depending on the browser, users may:

- delete stored cookies;
- block future cookies;
- allow cookies only from selected websites;
- receive notifications before cookies are stored;
- clear browsing data; and
- configure privacy settings.

Disabling all cookies may affect the functionality of certain features of the ServeusAI website or the Minerva platform.

Withdrawal of Consent

Where cookie processing is based on consent, users may withdraw that consent at any time without affecting the lawfulness of processing that occurred before consent was withdrawn.

Withdrawing consent may result in:

- reduced website personalization;
- loss of certain saved preferences;
- limited analytics functionality; and
- a different browsing experience.

Withdrawal of consent will never affect the availability of essential security or authentication cookies required for the operation of the Services.

Do Not Track Signals

Some web browsers offer a "Do Not Track" ("DNT") setting.

At present, there is no universally accepted technical standard governing how websites should respond to DNT signals.

Accordingly, ServeusAI does not currently modify its cookie practices based solely on browser-generated DNT signals.

Should recognized industry standards emerge in the future, ServeusAI may update its practices accordingly.

Consent Records

Where consent is required by applicable law, ServeusAI maintains records of user consent through the Usercentrics Consent Management Platform.

These records may include:

- date and time of consent;
- categories of cookies accepted or rejected;
- consent identifier;
- version of the consent banner; and
- subsequent changes to consent preferences.

Consent records are retained only for as long as necessary to demonstrate compliance with applicable legal obligations.

Summary

ServeusAI is committed to providing transparent and user-friendly mechanisms that allow individuals to control how non-essential cookies are used while ensuring the secure operation of its websites and Services.

10. Changes to this Cookie Policy

Overview

ServeusAI may update this Cookie Policy periodically to reflect changes in:

- applicable legislation;
- regulatory guidance;
- technology;
- third-party service providers;
- website functionality;
- cookie usage;
- security practices; or
- business operations.

We encourage users to review this Cookie Policy regularly.

Notification of Changes

Where changes are material, ServeusAI may notify users through:

- updates published on the ServeusAI website;
- notifications within the Minerva platform;
- updates to the Trust Center;
- revised consent banners; or
- other appropriate communication channels.

Where required by law, new consent will be requested before new categories of non-essential cookies are activated.

Effective Date

The "Effective Date" shown at the beginning of this Cookie Policy indicates when the current version became effective.

The "Last Updated" date identifies the date of the most recent revision.

Continued use of the Services following publication of an updated Cookie Policy constitutes acknowledgment of the revised Policy, except where applicable law requires renewed consent.

Previous Versions

ServeusAI may retain previous versions of this Cookie Policy for governance, audit and compliance purposes.

Historical versions may be made available upon reasonable request where appropriate.

Summary

Cookie technologies continue to evolve.

ServeusAI is committed to maintaining an accurate and transparent Cookie Policy that reflects our current practices and complies with applicable legal requirements.

11. Contact Information

Questions About Cookies

If you have questions regarding this Cookie Policy or the use of cookies by ServeusAI, you may contact us using the contact information published on our website.

Questions may relate to:

- cookie usage;
 - consent management;
 - analytics technologies;
 - privacy rights;
 - browser settings;
 - cookie categories; or
 - related privacy matters.
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Privacy Enquiries

Questions concerning the processing of Personal Data should be directed to ServeusAI using the contact information provided in the Privacy Policy.

Where a request relates both to cookies and Personal Data, ServeusAI will ensure that the enquiry is handled by the appropriate personnel.

Additional Documentation

This Cookie Policy should be read together with the following documents available through the ServeusAI Trust Center:

- Privacy Policy;
- Terms of Service;
- Data Processing Agreement (DPA);
- Security Overview;
- Approved Subprocessor List;
- Responsible Disclosure Policy (where applicable); and
- other compliance documentation published by ServeusAI.

Final Statement

ServeusAI uses cookies responsibly to provide secure, reliable and user-friendly digital services.

We are committed to respecting user choice, maintaining transparency regarding the technologies we use and complying with applicable privacy and data protection legislation.

As our products and services evolve, we will continue to review our cookie practices and update this Cookie Policy to reflect technological developments, regulatory requirements and industry best practices.