TeachScribe

WEBSITE COOKIE POLICY

Version 1.0
Effective date: 15 January 2026

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1.0 Introduction and scope

TeachScribe Ltd ("TeachScribe", "we", "us" or "our") uses cookies and similar technologies across its public web properties.

This Cookie Policy explains what these technologies are, why we use them, and the choices available to you.

This policy applies to:

- `https://teachscribe.com`; and

- `https://help.teachscribe.com`.

Some functionality on these properties loads third-party services (for example, scheduling through `https://app.cal.com`), which may set their own cookies and browser storage items.

2.0 What cookies and similar technologies are

Cookies are small text files placed on your device when you visit a website. They are widely used to make websites work, improve security, remember preferences, and provide usage information.

We also use similar technologies such as local storage and session storage in your browser. In this policy, we refer to cookies and these similar technologies together as "cookies" unless stated otherwise.

3.0 How we use cookies

We use cookies to:

- operate and secure our websites and connected services;

- support requested interactions such as scheduling a demo or using support features;

- remember interface preferences and state where relevant; and

- understand how visitors use our websites so we can improve performance and content.

4.0 Cookie categories and lawful basis

We use the following categories:

- **Strictly Necessary**: required to provide a service requested by you, or to maintain core security and integrity of our websites and connected services.

- **Functional**: support helpful features and remembered settings that are not always strictly necessary.

- **Analytics**: help us understand usage, performance, and reliability trends.

Under the Privacy and Electronic Communications Regulations (PECR), strictly necessary cookies can be used without consent where the legal exemption applies.

For non-essential cookies (including analytics and functional cookies that are not strictly necessary), we request consent where required by law.

Where personal data is processed in connection with cookies, the UK GDPR lawful basis is typically:

- **Consent** for non-essential cookies; and

- **Legitimate interests** for strictly necessary security and service operation processing.

5.0 Detailed cookie table

The table below reflects a technical scan of TeachScribe public web properties on **15 January 2026**. Cookies may change over time as services are updated.

Some cookies are set on page load, while others are set only after a user action (for example, opening the scheduling widget).

Name / technology	Provider / party	Domain	Category	Purpose	Typical retention	Consent	Set when
`ph_phc_<token>_posthog` cookie	PostHog (third party)	`teachscribe.com`	Analytics	Distinguishes visitors and sessions to generate product and website analytics.	Up to 12 months (provider default, may refresh on activity).	Yes	Page load
`ph_phc_<token>_posthog` local storage key	PostHog (third party)	Browser storage on `teachscribe.com`	Analytics	Stores persistent analytics state in browser local storage.	Until cleared by user or browser.	Yes	Page load
PostHog session storage keys (including `..._window_id` and `..._primary_window_exists`)	PostHog (third party)	Browser storage on `teachscribe.com`	Analytics	Stores per-tab session analytics state and window identifiers.	Session (tab lifetime).	Yes	Page load
`data-cf-beacon` telemetry script (no first-party cookie observed in this scan)	Cloudflare (third party)	`teachscribe.com` `static.cloudflareinsights.com`	Analytics	Sends page performance and web-vitals telemetry for monitoring and improvement.	Script-based telemetry; no first-party cookie observed in this scan.	Yes	Page load
`intercom-id-<app_id>`	Intercom (third party)	`help.teachscribe.com`	Strictly Necessary	Identifies returning Help Center visitors to support conversation continuity.	Up to 9 months (provider documentation).	No	Help Center load / use
`intercom-device-id-<app_id>`	Intercom (third party)	`help.teachscribe.com`	Strictly Necessary	Helps recognise device-level support context for messenger functionality.	Up to 9 months (provider documentation).	No	Help Center load / use
`intercom-session-<app_id>`	Intercom (third party)	`help.teachscribe.com`	Strictly Necessary	Maintains an active support messenger session.	Up to 7 days (provider documentation).	No	Help Center load / use
`intercom.intercom-state-<app_id>` local storage key	Intercom (third party)	Browser storage on `help.teachscribe.com`	Strictly Necessary	Stores messenger UI state in local storage.	Until cleared by user or browser.	No	Help Center load / use
`recent_write`	Intercom Help Center platform (third party)	`help.teachscribe.com`	Strictly Necessary	Short-lived write-control cookie used by the Help Center platform.	About 1 second (observed response `max-age=1`).	No	Help Center response
`__cf_bm`	Cloudflare on behalf of Cal.com (third party)	`.cal.com`	Strictly Necessary	Bot-management and security protection for scheduling pages.	Up to 30 minutes (provider documentation).	No	Scheduler opened

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Name / technology	Provider / party	Domain	Category	Purpose	Typical retention	Consent	Set when
`__Secure-next-auth.csrf-token`	Cal.com (third party)	.cal.com	Strictly Necessary	CSRF protection for scheduling/session requests.	Session (no persistent max-age observed).	No	Scheduler opened
`__Secure-next-auth.callback-url`	Cal.com (third party)	.cal.com	Strictly Necessary	Stores callback URL for scheduler session/auth flow.	Session (no persistent max-age observed).	No	Scheduler opened
`nextauth.message` local storage key	Cal.com (third party)	Browser storage on `app.cal.com`	Strictly Necessary	Stores scheduler UI session or auth messaging state.	Until cleared by user or browser.	No	Scheduler use
`timeOption.is24hClock` local storage key	Cal.com (third party)	Browser storage on `app.cal.com`	Strictly Necessary	Stores preferred time-format setting in scheduler UI.	Until cleared by user or browser.	No	Scheduler use

6.0   Third-party services and notices

Our public websites use selected third-party providers. Their processing of data is governed by their own privacy and cookie notices:

- PostHog: `https://posthog.com/privacy`

- Cloudflare cookies and similar technologies: `https://developers.cloudflare.com/fundamentals/reference/policies-compliances/cloudflare-cookies/`

- Intercom messenger cookies: `https://www.intercom.com/help/en/articles/2361922-intercom-messenger-cookies`

- Cal.com privacy notice: `https://cal.com/privacy`

Third-party resource loads may also involve processing of request metadata (for example IP address, user agent, and timestamp) even where a cookie is not set.

7.0   Managing your cookie choices

You can manage cookies in the following ways:

- If cookie controls are presented on a page, use those controls to accept or reject non-essential cookies.

- Use your browser settings to block, delete, or limit cookies and site data.

- Clear local storage and session storage through your browser's site-data controls.

Please note that blocking strictly necessary cookies may cause parts of our websites or connected features (including scheduling and support functions) not to work correctly.

8.0   Changes to this policy

We keep this Cookie Policy under regular review and publish the current version at:

`https://www.teachscribe.com/legal/cookie-policy`

Material changes to cookie categories, purposes, vendors, or transfer locations will be communicated through a prominent website notice and reflected in our cookie controls before the change takes effect.

Where consent is required by law (including for non-essential cookies), we will obtain fresh consent before setting cookies on the changed basis. Strictly necessary cookies remain exempt from consent where the legal exemption applies.

9.0 Contact and complaints

If you have questions about this Cookie Policy, please contact:

TeachScribe Ltd
Email: `office@teachscribe.com`
Address: Arding & Hobbs, 7 St John's Road, London, England, SW11 1QN

You can also make a complaint to the UK Information Commissioner's Office (ICO):

- ICO cookies guidance: `https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guide-to-pecr/cookies-and-similar-technologies/`

- ICO complaints: `https://ico.org.uk/make-a-complaint/data-protection-complaints/`

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