

# RAILS CLOUD

## Cookie Policy

How we use cookies and similar technologies on railscloud.co

Version  
**1.0**

Effective Date  
**1 March 2026**

Last Reviewed  
**1 March 2026**

Jurisdiction  
**Republic of Zimbabwe**

### 1. What Are Cookies

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

In addition to cookies, Rails Cloud may use similar technologies including:

- Local storage — browser-based storage used to remember your preferences between sessions
- Session storage — temporary storage cleared when you close your browser tab
- Pixel tags / web beacons — tiny invisible images used to track page visits and email opens
- Device fingerprinting — used for fraud prevention on Rails Pay only, with your awareness

#### OUR COMMITMENT

We do not use advertising cookies or allow third-party advertisers to set cookies on railscloud.co. We do not track you across other websites. We do not sell cookie data to any third party.

### 2. Cookie Categories We Use

#### 2.1 Strictly Necessary Cookies

These cookies are essential for the Rails Cloud website and dashboard to function. They cannot be disabled because the site would not work without them. No consent is required for strictly necessary cookies.

Cookie Name	Provider	Purpose	Type	Duration
<code>rc_session</code>	Rails Cloud	Maintains your authenticated session in the dashboard. Invalidated on logout.	Strictly Necessary	Session
<code>rc_csrf</code>	Rails Cloud	Cross-site request forgery protection token. Prevents malicious form submissions.	Strictly Necessary	Session

Cookie Name	Provider	Purpose	Type	Duration
<code>rc_region</code>	Rails Cloud	Stores your selected region preference for API routing. No personal data.	Strictly Necessary	1 year
<code>rc_cookie_consent</code>	Rails Cloud	Records your cookie consent choices so we do not ask again unnecessarily.	Strictly Necessary	1 year
<code>rc_load_balance</code>	Rails Cloud	Routes your requests to the correct server in the load balancer pool.	Strictly Necessary	Session

## 2.2 Analytics Cookies

These cookies help us understand how visitors use the Rails Cloud website and dashboard. We use this information to improve the platform and fix issues. All analytics data is aggregated and anonymised — we cannot identify you individually from analytics data. These cookies require your consent.

Cookie Name	Provider	Purpose	Type	Duration
<code>rc_analytics</code>	Rails Cloud	First-party analytics tracking page views, navigation paths, and feature usage. No data sent to third parties.	Analytics	26 months
<code>rc_perf</code>	Rails Cloud	Measures page load times and API response times to identify performance issues.	Analytics	Session
<code>rc_ab</code>	Rails Cloud	Records which version of a UI element you were shown for A/B testing. No PII collected.	Analytics	30 days

## 2.3 Preference Cookies

These cookies remember your settings and customisations to improve your experience. They are optional but disabling them means your preferences will not be remembered between sessions.

Cookie Name	Provider	Purpose	Type	Duration
<code>rc_theme</code>	Rails Cloud	Remembers your dashboard theme preference (light or dark mode).	Preference	1 year
<code>rc_lang</code>	Rails Cloud	Stores your preferred display language for the dashboard.	Preference	1 year
<code>rc_tz</code>	Rails Cloud	Stores your timezone preference for displaying timestamps correctly.	Preference	1 year

Cookie Name	Provider	Purpose	Type	Duration
rc_dash_layout	Rails Cloud	Remembers your dashboard widget layout and column preferences.	Preference	6 months

## 2.4 Security Cookies (Rails Pay)

These cookies are used exclusively on the Rails Pay payment platform for fraud prevention and security purposes. They are strictly necessary for the secure operation of payment processing and cannot be disabled when using Rails Pay.

Cookie Name	Provider	Purpose	Type	Duration
rp_device	Rails Pay	Device fingerprint token used to detect suspicious login patterns and fraud. Not linked to browsing behaviour.	Strictly Necessary	30 days
rp_txn_token	Rails Pay	One-time transaction security token. Prevents replay attacks on payment requests.	Strictly Necessary	Session
rp_risk	Rails Pay	Stores risk assessment score for the current session to support fraud prevention. No personal data transmitted externally.	Strictly Necessary	Session

## 3. Cookies We Do Not Use

Rails Cloud does not use the following types of cookies or tracking technologies:

Cookie Type	Our Position
<b>Advertising / targeting cookies</b>	Not used. Rails Cloud does not serve or facilitate advertising. No ad networks have access to our website.
<b>Cross-site tracking cookies</b>	Not used. We do not track your activity across other websites or build cross-site behavioural profiles.
<b>Social media tracking pixels</b>	Not used. No Facebook Pixel, Google Ads tags, LinkedIn Insight, or similar third-party tracking pixels.
<b>Third-party analytics (e.g. Google Analytics)</b>	Not used. Rails Cloud runs first-party analytics only. No data is sent to Google, Meta, or other third-party analytics providers.

## 4. Your Consent and Cookie Preferences

## 4.1 How We Obtain Consent

When you first visit railscloud.co, you will be presented with a cookie consent banner that explains the categories of cookies we use. You can choose to:

- Accept all cookies — enables strictly necessary, analytics, and preference cookies
- Accept strictly necessary only — disables analytics and preference cookies while allowing the site to function
- Customise preferences — select which optional cookie categories you accept individually

Strictly necessary cookies and Rails Pay security cookies do not require consent and will be set regardless of your choice.

## 4.2 Changing Your Preferences

You can change your cookie preferences at any time by:

- Clicking the "Cookie Settings" link in the footer of railscloud.co
- Visiting railscloud.co/legal/cookies and using the preference centre
- Clearing cookies in your browser settings (this resets all preferences and you will be asked again on your next visit)

## 4.3 Do Not Track

Rails Cloud honours the Do Not Track (DNT) browser signal. Where DNT is enabled in your browser, Rails Cloud will not set analytics or preference cookies, equivalent to selecting "strictly necessary only" in our consent banner.

## 5. Managing Cookies in Your Browser

Most browsers allow you to control cookies through their settings. You can typically:

- View all cookies currently stored in your browser
- Delete all cookies or cookies from specific websites
- Block third-party cookies (note: Rails Cloud does not use third-party cookies)
- Set your browser to notify you when a cookie is being set

Browser-specific instructions for managing cookies:

Browser	Cookie Settings Location
Google Chrome	Settings > Privacy and Security > Cookies and other site data
Mozilla Firefox	Options > Privacy & Security > Cookies and Site Data
Microsoft Edge	Settings > Cookies and Site Permissions > Cookies and Site Data
Safari	Preferences > Privacy > Manage Website Data
Mobile (iOS/Android)	Browser settings > Privacy > Clear browsing data or Site settings

Note: Blocking or deleting strictly necessary cookies will affect the functionality of railscloud.co and the Rails Cloud dashboard. You may not be able to log in or use certain features if these cookies are blocked.

## 6. Cookie Retention and Data

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Session cookies are automatically deleted when you close your browser. Persistent cookies expire at the duration specified in the cookie tables in Section 2. The data collected by analytics cookies is retained in aggregated, anonymised form for up to 26 months before being automatically deleted.

No cookie data collected by Rails Cloud is shared with third parties for advertising, marketing, or profiling purposes. First-party analytics data is used solely to improve the Rails Cloud platform and is not linked to your account identity.

## 7. Updates to This Policy

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Rails Cloud reviews this Cookie Policy when we make changes to our use of cookies. Material changes — such as introducing new cookie categories or new cookies that process personal data — will be communicated via the cookie consent banner and via email to registered account holders.

The date of the last review is shown at the top of this document. Previous versions are archived at [railscloud.co/legal/archive](https://railscloud.co/legal/archive).

## 8. Contact

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For questions about this Cookie Policy or our use of cookies, contact:

**Privacy Officer**  
[privacy@railscloud.co](mailto:privacy@railscloud.co)  
[railscloud.co/legal/cookies](https://railscloud.co/legal/cookies)

**Rails Net (Private) Limited**  
Registration: 84172A0722026  
TIN: 2002425765 | Zimbabwe

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This Cookie Policy forms part of the Rails Cloud Privacy Policy and legal framework. All legal documents are available at [railscloud.co/legal](https://railscloud.co/legal). Rails Cloud does not use advertising cookies and does not allow third-party advertisers to track users on our platform.