Getro Admin Portal Cookie Policy

> **Scope:** `https://getro.findem.ai`
>
> **Last updated:** August 18, 2026

Cookie and similar technologies policy

Getro, Inc. ("Getro", "we", "us", or "our") uses cookies and similar browser storage in the Getro Admin Portal at `https://getro.findem.ai` (the "Portal"). This policy should be read with the Findem Privacy Policy, which covers Getro.

This policy applies only to the Portal. Customer job boards provide their own cookie policies from their footers or `/cookie-policy` pages.

Why we use browser storage

We use browser storage to:

- Authenticate users and protect Portal sessions.
- Remember settings and workflow state.
- Understand Portal usage and improve the product.
- Provide user-requested support, Google authentication, and billing features.

Browser-storage inventory

Generated identifiers are grouped with `*` to avoid unnecessary policy updates.

Identifier	Provider	Category	Purpose	Duration
`refresh_token`, `authToken`	Getro	Strictly necessary	Authenticates users and maintains secure Portal sessions.	Refresh cookie: up to 30 days. Access-token storage: until logout or browser-data removal; the token expires sooner.
Portal preference, draft, and workflow keys	Getro	Functional	Remembers interface settings, unfinished drafts, navigation, and workflow sessions.	Until the related workflow removes the value or the user clears browser data.
`ajs_*`	Twilio Segment	Analytics	Associates product-usage events with a	Cookies: up to 1 year. Local storage: until reset

Identifier	Provider	Category	Purpose	Duration
			browser, user, or customer network.	or browser-data removal.
`ph_*_posthog`	PostHog	Analytics	Measures Portal usage, sessions, feature adoption, and product performance.	Up to 1 year.
`AMP_*`, `amplitude_device_id`	Amplitude	Analytics	Measures Portal usage and maintains analytics session and device identifiers.	Cookies: up to 1 year. Session storage: until the browser session ends.
Sentry error and replay storage	Sentry	Analytics	Detects errors, monitors performance, and records sampled Portal interactions to diagnose failures.	Session or provider-defined duration.
`_fw_crm_v` and related widget storage	Freshworks Freshchat	Functional	Maintains support-chat identity and conversation state.	`_fw_crm_v`: up to 6 months. Other storage depends on the chat session.
Google Identity Services storage	Google	Strictly necessary when selected	Provides Google authentication and authorization requested by the user.	Controlled by Google, the user's Google Account, and browser settings.
Chargebee checkout storage	Chargebee and payment providers	Strictly necessary when selected	Provides secure billing and checkout sessions.	Session or provider-defined duration.

The Portal does not currently use browser storage for targeted advertising.

Your choices

Strictly necessary storage cannot be disabled through the Portal because it is needed for security or a feature the user requested.

Users can delete or block browser storage through their browser settings, although this may prevent Portal features from working.

Changes and contact

We may update this policy when the Portal, its providers, or applicable legal requirements change. The date above identifies the latest review.

Questions may be sent to `trust@findem.ai`.