COOKIE AND SIMILAR TECHNOLOGIES POLICY

Opulence Bliss Ltd | Version 1.0 | Effective from: 1 October 2026

This policy explains what cookies and similar technologies our website and app use, why, and how you can control them. It is part of our Privacy Policy.

1. About this policy

1.1 "We", "us" and "our" mean Opulence Bliss Ltd, company number 15894675, registered office 128 City Road, London, United Kingdom, EC1V 2NX. ICO registration number: ZC264981.

1.2 A cookie is a small file that a website puts on your device. We also use similar technologies that store information on your device, such as session storage, local storage and an app cache. In this policy we call all of these "cookies and similar technologies".

1.3 This policy should be read with our Privacy Policy, which explains how we use personal information.

2. The short version

2.1 **We use only strictly necessary cookies and similar technologies.** They keep you signed in, protect your account and make your booking work.

2.2 **We do not use** analytics, advertising or tracking tools. We do not use Facebook, TikTok or Google advertising tags, and we do not use a third-party chat widget.

2.3 Because we use only strictly necessary storage, we do not show a cookie consent banner. The law does not require your consent for these.

2.4 If we add analytics, advertising or other non-essential tools in future, we will ask for your consent first and update this policy before they start.

3. Cookies we set

Name	Purpose	Type	Set by	How long
sb-uiqcsihgqaktpjumyeap-auth-token (it may be split into .0, .1)	Keeps you signed in to your account	Strictly necessary	Opulence Bliss, through our sign-in provider Supabase	Until you sign out, or up to 400 days
sb-uiqcsihgqaktpjumyeap-auth-token-code-verifier	Secures Google sign-in and password resets	Strictly necessary	Opulence Bliss, through Supabase	A few minutes. Removed once you are signed in

4. Other storage on your device

Name	Type	Purpose	How long
Booking draft	Session storage	Saves your booking if you sign in part-way through	Until you close the tab or finish booking
opulence-app-audience	Session storage	Shows the customer or professional version of our mobile app	Until you close the app or tab
opulence-customer-nav and opulence-worker-nav	Local storage	Remembers whether you collapsed the account menu	Until you clear your browser data
Offline page	App cache	Lets our app show a page when you are offline	Until the app is removed or updated

4.1 The account menu setting is a preference that you choose. It contains no personal information and is not used to track you.

5. Other sites you may visit from ours

5.1 These companies set their own cookies, under their own policies. They are not set on our site.

- **Stripe:** our secure payment page, for payments and fraud prevention.
- **Google:** if you choose "Sign in with Google". Cleaners' directions links also open Google Maps.
- **Facebook, Instagram and TikTok:** only if you click one of our social media links.

5.2 We are not responsible for how other sites use cookies. Please read their policies.

6. How to control cookies

6.1 You can delete cookies and clear stored data in your browser settings at any time, and you can set your browser to block cookies. Look under "Privacy" or "Settings" in your browser's help pages. Blocking strictly necessary storage means you may not be able to sign in or book.

6.2 Clearing your data signs you out and removes your saved menu setting. Your account and bookings are not affected.

6.3 To learn more about cookies, visit the Information Commissioner's Office website at ico.org.uk and aboutcookies.org.

7. Changes to this policy

7.1 We will update this policy if we change the cookies or similar technologies we use. We will tell you before any non-essential tool starts and ask for your consent first. The date at the top shows the current version.

8. Contact us

8.1 If you have a question about this policy or your personal information, please contact us:

Opulence Bliss Ltd
128 City Road, London, United Kingdom, EC1V 2NX
Company number: 15894675

ICO registration number: ZC264981
Email: hello@opulencebliss.com