

Plenzo Cookies Policy

Which cookies and similar technologies we use on plenzo.app, and how you control them.

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Current version: <https://www.plenzo.app/en/legal/cookies>

Document details

Effective from 18 October 2026. Version 1.4.

1. Scope and controller

This Policy describes cookies and similar technologies used on plenzo.app. The controller of personal data is PLENZO sp. z o.o., Aleje Jerozolimskie 47/34, 00-697 Warsaw, Poland. Contact: privacy@plenzo.app.

This Policy supplements the Plenzo Privacy Policy, which also describes your rights and how to exercise them. Analytics for the iOS and Android apps are described in the Privacy Policy; the Website's cookie settings do not change consent in the App or consent to the newsletter.

2. Technologies we use

Cookies are small pieces of information saved by a Website in a browser. Similar technologies can store or read information on a device without using cookies.

On the Website, we use our own “plenzo-consent” cookie, which records your choice about analytics, the date of that choice, and the settings version. We store it for up to 180 days from saving the choice, unless you delete it or change your settings sooner. After you give consent, it also contains a random identifier used for analytics. The analytics part is not necessary for the Website to work and is used only with consent.

Remembering the choice itself does not require consent because it is necessary to respect your settings — Article 399(3) of the Electronic Communications Law. To the extent that it involves the processing of personal data, the basis is our legitimate interest in remembering and respecting that choice — Article 6(1)(f) GDPR.

We also remember your selected language in our own “plenzo-lang” cookie. The cookie is stored when you select a language version and keeps that choice for subsequent visits. We retain it for up to 365 days. It is necessary to display the website in the language you selected and is not used for analytics, marketing or user identification.

We do not use advertising cookies or social-media pixels on the Website. We do not record user sessions.

3. Voluntary Website analytics

With your consent, we use PostHog to measure use of the Website and the effectiveness of its content, and to improve the Website. Analytics do not start before consent is given. The legal basis is Article 6(1)(a) GDPR and Articles 399(1) and 400 of the Electronic Communications Law.

We process a random browser identifier, information about pages visited and selected actions, their time, traffic source and campaign, and basic device and browser information, such as device type, operating system, language and screen resolution. The data are pseudonymous, not anonymous. We do not link the Website analytics identifier to an email address, an App account, or a newsletter subscription. We do not send form entries or financial data to this analytics.

The recipient of analytics data is PostHog Inc., acting on our behalf. We use PostHog EU Cloud, and the Website analytics data is stored on servers in Frankfurt, Germany, within the EEA. Operating the service may nevertheless involve processing data outside the EEA. Information about the safeguards used for transfers and how to obtain a copy is set out in section 12 of the Privacy Policy; you can also contact us at privacy@plenzo.app.

4. Error logging

Regardless of your analytics choice, we log Website errors so that we know what has stopped working and can fix it — including when the cookie-choice panel itself fails. Without this, an outage affecting people who declined analytics would remain invisible to us.

An error record contains technical information about the failure and basic browser and device information. We remove Website-address parameters and content originating from fields you fill in, and we do not link the record to an analytics identifier or your analytics profile.

The basis is our legitimate interest in ensuring that the Website works properly — Article 6(1)(f) GDPR. You may object to this processing by writing to privacy@plenzo.app.

5. Your settings

In the cookies panel, you can accept or refuse analytics. Refusal does not limit use of the Website or the ability to subscribe to the newsletter.

You can change your choice or withdraw consent at any time through “Cookie settings” in the Website footer. Withdrawing consent stops further analytics and does not affect the lawfulness of processing carried out before withdrawal. If we have no other basis for further storage, we delete data covered by withdrawn consent; we may retain data that are genuinely anonymised.

Consent expires no later than 180 days after your choice. Analytics then stops until you actively give consent again.

You may also delete or block cookies in your browser settings. Deleting a browser cookie is not, by itself, a request to delete data already sent to analytics. It may cause the choice panel to be shown again.

6. Retention periods

We store the “plenzo-consent” cookie on the device for up to 180 days and “plenzo-lang” for up to 365 days, as set out in section 2. These are not the retention periods of analytics data held by the provider.

We retain website analytics events while relying on valid consent to measure use of the website and the effectiveness of its content and to improve it, and only for as long as the data is needed for that purpose.

The event history available for analysis in PostHog depends on the current service plan. Under the Pro plan we use, that window is currently 7 years. This is the history window available in the tool, not an

automatic data-deletion deadline.

After consent is withdrawn or expires, we delete the analytics profile and related data no later than within 30 days; we may retain only data that are genuinely anonymised and aggregated.

We retain records of giving and withdrawing consent for the duration of relying on that consent and, afterwards, only for as long as necessary to comply with a legal obligation or to establish, pursue or defend claims. The respective bases are Article 6(1)(c), in conjunction with Article 7(1) GDPR, or Article 6(1)(f) GDPR — our interest in legal protection. These records do not entitle us to continue analytics after consent is withdrawn.

7. Language versions

We publish this Policy in Polish and English. In the event of a discrepancy, the Polish version prevails.

8. Changes to this Policy

We update this Policy if the technologies or legal requirements change. We will inform you before starting a new purpose of processing. If a change requires consent, we will request it separately.