Palasil Cookie Policy

Version 1.0 of 29 October 2026

Palasil

This Cookie Policy explains how Terahold S.r.l. ("Terahold", "we" or "us") uses cookies and similar technologies on the website palasil.com (the "Website") and in the Palasil application at app.palasil.com, including the administration area at admin.palasil.com used only by Terahold staff (the "App"). Palasil is a service of Terahold. This Cookie Policy complements the Privacy Policy at palasil.com/legal/privacy; capitalised terms not defined here have the meaning given in the Privacy Policy.

This Cookie Policy is published in English and Italian. In case of conflict, the English version prevails.

1. What cookies and similar technologies are

1.1 Cookies are small text files that a website stores on your device. Similar technologies include the local storage and the session storage of your browser and scripts that read information from your device. In this Cookie Policy we refer to all of them as "cookies".

1.2 Technical cookies are strictly necessary to provide a service you request or to remember choices you make, and do not require your consent (Article 122(1) of the Italian Legislative Decree of 30 June 2003, no. 196). Other cookies, such as analytics cookies that identify the user, profiling cookies and advertising cookies, require your prior consent.

1.3 How we classify our cookies: all the cookies listed in this Cookie Policy are technical. Cookies whose name begins with "sb-" are set by the authentication library of Supabase, our authentication provider; cookies and session storage keys whose name begins with "palasil-", and the cookies "active-account" and "recent-accounts", are set by the App; the technical cookies of the Website are set by the provider that hosts it (Section 3).

2. The App

2.1 The App uses only the technical cookies listed below, which are needed to sign you in, keep your session secure and remember your preferences. All of them are first-party cookies, set on the domain of the App. The App does not use local storage, analytics, advertising or tracking tools. For this reason the App does not show a consent banner.

Name	Type	Purpose	Duration
sb-[project]-auth-token (it may be split into several parts with a numeric suffix)	Cookie, readable by the scripts of the App	Authentication and secure session of the signed-in User	Up to 400 days from the last renewal of the session
active-account	Cookie, readable only by the server (httpOnly)	Remembers the Brand Workspace currently selected	1 year
recent-accounts	Cookie, readable only by the server (httpOnly)	Remembers the Brand Workspaces used recently	1 year
palasil-locale	Cookie	Remembers the language chosen	1 year
palasil-theme	Cookie	Remembers the display theme chosen	1 year
palasil-sidebar	Cookie	Remembers whether the sidebar is open or closed	1 year

Name	Type	Purpose	Duration
palasil-conferma	Cookie, readable only by the server (httpOnly)	Confirms for 10 minutes that you entered the second factor, or the password, before a sensitive action	10 minutes
palasil-recupero	Cookie, readable only by the server (httpOnly), sent only to the page for setting a new password	Allows you to set a new password after opening the link received by email	15 minutes
palasil-copy-attesa:[id]	Session storage	Keeps a temporary state while the copy of an email is being written	Until the browser tab is closed
palasil-canvas:[id]	Session storage	Remembers the panel open in a conversation	Until the browser tab is closed

2.2 Payments and the customer portal run on Stripe's pages, at stripe.com, to which you are redirected. The App does not load Stripe's scripts and Stripe does not set cookies on our domains. The cookies used on Stripe's pages are governed by Stripe's policies.

3. The Website

3.1 The Website is hosted by a hosting service provider, which processes the data on our behalf (Section 6 of the Privacy Policy). The Website does not use analytics cookies, profiling cookies or advertising tools, and for this reason it does not show a consent banner.

3.2 The Website uses only technical cookies set by the hosting provider, strictly necessary to display the pages and to protect them against abuse. These cookies are not used to recognise you or to follow you on other websites.

3.3 Before using on the Website any cookie or tool that requires consent, such as analytics tools, the Meta pixel, the LinkedIn Insight Tag or the X pixel, we update this Cookie Policy and the Privacy Policy and we ask for your consent through a banner that lets you accept all, reject all or choose by category, with the same prominence for accepting and rejecting. No such cookie or tool is placed before your consent.

3-bis. Email

3-bis.1 The emails that Terahold sends in its own name contain no tracking pixels or other tools that detect the opening of the message. These are the service emails sent from noreply@palasil.com and the emails sent from our mailboxes.

3-bis.2 The emails that a brand sends to its subscribers through its own sending provider, such as Klaviyo, may contain tracking pixels inserted by that provider on behalf of the brand, which is their controller. For information, or to refuse them, contact the brand.

4. Your choices

4.1 You can delete or block cookies through the settings of your browser. If you block the technical cookies of the App, the App does not work, in particular the sign-in.

4.2 When the Website uses cookies that require consent, you can give, refuse or withdraw your consent at any time through the "Cookie settings" link in the footer of the Website. Refusing or withdrawing consent does not limit your use of the Website. Withdrawal does not affect the lawfulness of the use made before it.

5. Contacts and changes

5.1 For questions about this Cookie Policy write to privacy@palasil.com. The Privacy Policy describes how we process your personal data, your rights and how to exercise them, including the right to lodge a complaint with the Italian Data Protection Authority.

5.2 We update this Cookie Policy before we change the cookies we use. We publish each new version at palasil.com/legal/cookies, with its version number and date; the previous versions remain available in the archive at palasil.com/legal/archive.