> 需泰国律师审阅后正式启用 / Admin-only: requires review by a Thai lawyer before official activation

Cookie Notice

Version 1.0.0 | Effective date: 1 December 2026

1. About this notice

This notice explains how [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.] ("Nexora AI Call") uses cookies and similar technologies (such as local storage) on the Nexora AI Call website and web application. Cookie identifiers can be personal data under the Personal Data Protection Act B.E. 2562 (2019) ("PDPA"), so this notice should be read together with our Privacy Policy (privacy-policy) and PDPA Notice (pdpa-notice). The Thai version governs; the English and Chinese versions are translations (如有歧义以泰文版为准).

Controller: [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.], [ที่อยู่สำนักงานใหญ่ / Head office address], กรุงเทพมหานคร. DPO: [dpo@example.co.th].

2. What cookies are

Cookies are small text files stored on your device by your browser. "First-party" cookies are set by Nexora AI Call; "third-party" cookies are set by other organisations. We do not use advertising or cross-site tracking cookies, and we do not sell cookie data.

3. Cookies we use

3.1 Strictly necessary (always on; no consent needed)

These are essential to deliver a service you request (such as logging in) or to secure it. They cannot be switched off in our banner; you can block them in your browser but the Service will not work.

Name	Provider	Purpose	Type / flags	Duration
`sv_session`	Nexora AI Call (first-party)	Keeps you signed in; identifies your server-side session	httpOnly, Secure, SameSite=Lax	Session, up to 30 days if "keep me signed in" is chosen; deleted on logout
`csrf`	Nexora AI Call (first-party)	Protects forms and actions against cross-site request forgery (works together with SameSite and origin checks)	Secure, SameSite=Lax	Session
`locale`	Nexora AI Call (first-party)	Remembers your language choice (Thai, Chinese, English) so pages and legal documents display in your language	Secure, SameSite=Lax	12 months

Name	Provider	Purpose	Type / flags	Duration
`sv_consent`	Nexora AI Call (first-party)	Remembers your cookie choices and the notice version so we do not ask repeatedly	Secure, SameSite=Lax	12 months

3.2 Optional analytics (off by default; only with your consent)

Used to understand in aggregate how the product is used so we can fix problems and improve it. No advertising, no profiling for third parties.

Name	Provider	Purpose	Duration
`sv_analytics`	Nexora AI Call (first-party)	Anonymous visitor identifier to count visits and measure which pages and features are used	13 months
`sv_analytics_s`	Nexora AI Call (first-party)	Groups page views into a visit (session)	30 minutes

If we later add a third-party analytics or error-monitoring tool that sets cookies, we will list it here, update the version and ask again before it is enabled. Server-side error monitoring that does not set cookies is described in the Privacy Policy.

4. Your choices

- **Banner:** on your first visit you see the banner (section 5). Optional cookies are not set until you choose "Accept all" or enable analytics under "Customise". "Reject non-essential" sets only strictly necessary cookies. Rejecting is as easy as accepting.
- **Change or withdraw at any time:** use "Cookie settings" in the footer or Settings > Privacy and Consents. Withdrawing consent stops the setting of analytics cookies and we delete existing analytics cookies on your device.
- **Browser controls:** you can delete or block cookies in your browser settings. Blocking strictly necessary cookies will prevent login.
- Your choice is recorded (choice, version, time, and a pseudonymous identifier) as evidence of consent and kept for the relationship plus 5 years, or for 12 months for visitors without an account.

5. Banner texts

Title: We use cookies

Body: Nexora AI Call uses necessary cookies so you can sign in, stay secure and keep your language. With your permission we also use analytics cookies to learn how the product is used and improve it. We do not use advertising cookies. You can change your choice at any time. See the Cookie Notice and Privacy Policy.

Buttons (equal prominence):

- **Accept all** (accepts necessary + analytics)
- **Reject non-essential** (necessary only)
- **Customise** (opens the panel below)

Customise panel:

- Strictly necessary: always on. "Needed for login, security and language. Cannot be turned off."
- Analytics: toggle, default OFF. "Helps us understand usage in aggregate. Cookies: sv_analytics, sv_analytics_s."
- Buttons: **Save my choices** and **Accept all**.

Footer link text: Cookie settings

Confirmation toast: "Your cookie preferences have been saved."

6. Retention and your rights

Your rights under PDPA ss.30–36 (access, copy, portability, object, erasure, restriction, rectification, withdraw consent) apply. Contact [dpo@example.co.th]. We respond within 30 days. You may complain to the Personal Data Protection Committee Office (PDPC).

7. Changes

When we add or change cookies we update this notice and its version and, if required, ask for your choice again.
