

# SOSME COOKIE & SIMILAR TECHNOLOGIES POLICY

Framework: SOSME Enterprise Trust Framework

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## Welcome

This Cookie & Similar Technologies Policy explains how SOSME uses cookies and similar technologies when you visit our website, mobile applications, customer portals, and other digital services.

SOSME uses cookies and similar technologies to support the secure, reliable, efficient, and personalized operation of our digital services while respecting your privacy choices.

## Cookies at a Glance

We use cookies and similar technologies to:

- ✓ Keep our Services secure.
- ✓ Remember your preferences.
- ✓ Improve website and application performance.
- ✓ Understand how our Services are used.
- ✓ Enhance your overall experience.

You can manage your cookie preferences at any time through your browser or device settings.

## 1. Scope

This Policy applies to:

- ◆ SOSME Website
- ◆ SOSME Mobile Applications
- ◆ Demo Environment
- ◆ Customer Portal
- ◆ SOSME Studio
- ◆ SOSME Academy

- ◆ Other SOSME digital services that reference this Policy

## 2. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. Depending on the platform, similar technologies may include browser storage, software development kits (SDKs), pixels, tags, device identifiers, and comparable technologies.

Some mobile applications use similar technologies such as device identifiers, local storage, software development kits (SDKs), and analytics technologies. In this Policy, we refer to all of these collectively as **"cookies and similar technologies."**

## 3. How We Use Cookies

SOSME uses cookies and similar technologies to:

- ◆ authenticate users;
- ◆ maintain secure sessions;
- ◆ remember user preferences;
- ◆ improve website functionality;
- ◆ understand how visitors use our Services;
- ◆ improve performance and reliability;
- ◆ support troubleshooting and diagnostics; and
- ◆ protect against fraud and unauthorized access.

## 4. Legal Basis for Cookies

Where required by applicable law, SOSME relies on consent for non-essential cookies. Essential cookies are used where necessary to provide secure and functional Services or to meet legitimate operational and legal requirements.

## 5. Types of Cookies We Use

| Type              | Purpose                                                  |
|-------------------|----------------------------------------------------------|
| Essential Cookies | Required for the operation and security of our Services. |



| Type                | Purpose                                                              |
|---------------------|----------------------------------------------------------------------|
| Functional Cookies  | Remember your preferences and improve your experience.               |
| Analytics Cookies   | Help us understand how our Services are used so we can improve them. |
| Performance Cookies | Monitor system performance and reliability.                          |
| Security Cookies    | Detect fraud, authenticate users, and protect accounts               |

Where required by applicable law, non-essential cookies will only be used with your consent.

## 6. Third-Party Technologies

Some cookies or similar technologies may be provided by trusted third-party service providers that support our Services, such as analytics, hosting, security, or communication providers.

These providers process information in accordance with their own privacy policies and applicable legal requirements.

SOSME does not permit third-party providers to use information collected through cookies for purposes inconsistent with applicable agreements and privacy requirements.

## 7. Managing Your Preferences

You can manage or disable cookies through:

- ◆ your browser settings;
- ◆ your mobile device settings;
- ◆ cookie preference tools available on our website (where provided).

Please note that disabling certain cookies may affect the functionality or performance of some Services.

Some essential cookies cannot be disabled because they are necessary for the secure operation of the Services.

## 8. Changes to this Policy

We may update this Policy from time to time to reflect changes in technology, legal requirements, or our Services.



The latest version will always be available on our official website.

### **Need Help?**

If you have questions about this Policy or how SOSME uses cookies and similar technologies, please contact the SOSME Legal & Compliance team using the contact details available on our official website.

### **Our Commitment**

SOSME uses cookies and similar technologies only where they support the secure, reliable, efficient, and user-friendly operation of our Services, while respecting applicable privacy laws and user choices.

We only use the technologies necessary to provide secure, reliable, and user-friendly digital services while respecting your privacy and applicable data protection laws.

Thank you for trusting SOSME.

### **Business. Rebuilt.**

### **Related Policies**

For additional information, please refer to:

- ◆ TCP-PRI-001 Privacy Policy
- ◆ TCP-AI-001 Responsible AI Policy
- ◆ TCP-AI-002 AI Transparency Statement
- ◆ TCP-SEC-001 Security Statement
- ◆ TCP-GEN-001 Acceptable Use Policy
- ◆ LEG-004 Terms of Use

The latest versions of all SOSME legal policies are available through our official website.