

Cookie Policy

neighbourguard.co.za

Which cookies and similar trackers the NeighbourGuard sites set, why we set them, and how to opt out.

COMPLIANCE · 07 OF 14

Version 1.0 — May 2026

Draft for legal review. Final category breakdown depends on the analytics + payment-gateway vendors signed pre-launch. Numbers in §3 reflect the current stack; refresh them whenever a vendor is added or replaced.

Plain-language summary. We set a small number of cookies that make the site work — sign-in sessions, security checks, your tier selection. We do not set advertising cookies. We do not sell your browsing data. You can refuse non-essential cookies through the banner that appears on your first visit, or change your preference at any time from the footer link "Cookie preferences".

This Cookie Policy explains what cookies, local-storage items, and similar tracking technologies **NeighbourGuard** (a trading name of Dales Programming and Robotics Club House (Pty) Ltd) sets on your device when you visit our marketing site, our portal, or the embedded sign-up flow. It supplements *01 — Privacy Policy* and should be read alongside it. It applies to every domain we publish: `neighbourguard.co.za`, the portal subdirectory at `/portal`, and any branded landing page hosted on our infrastructure.

1 — WHAT WE MEAN BY "COOKIE"

In this policy, "cookie" means any small file or storage item placed on your device by a website — whether it's a traditional HTTP cookie, an entry in browser local-storage, an entry in session-storage, an IndexedDB record, or a pixel/beacon that fires on page load. POPIA does not distinguish between the storage mechanisms, so neither do we.

2 — LEGAL BASIS

We rely on three legal bases under the Protection of Personal Information Act, 4 of 2013 ("POPIA") and the Electronic Communications and Transactions Act, 25 of 2002 ("ECTA"):

- **Strictly necessary** cookies — set without consent under POPIA s11(1)(b) (necessary to conclude or perform a contract — i.e., to sign you in and keep your session alive).
- **Functional** cookies — set under POPIA s11(1)(c) (legitimate interest in remembering your preferences for the duration of your visit).
- **Analytics** cookies — set only with your **opt-in consent** on the cookie banner.

We do not set advertising, retargeting, or social-media tracking cookies on any NeighbourGuard surface.

3 — CATEGORIES OF COOKIES WE SET

CATEGORY	COOKIE / ITEM NAME	DOMAIN	LIFESPAN	PURPOSE
Essential	<code>connect.sid</code>	<code>neighbourguard.co.za</code>	Session	Holds the signed-in session token. Without it you cannot stay logged in.
Essential	<code>csrf-token</code>	<code>neighbourguard.co.za</code>	Session	CSRF mitigation — pairs with a server-side check on every state-changing request.
Essential	<code>__cf_bm</code>	<code>neighbourguard.co.za</code>	30 min	Cloudflare bot-mitigation. Set by our CDN to filter scripted traffic.

CATEGORY	COOKIE / ITEM NAME	DOMAIN	LIFESPAN	PURPOSE
Essential	cf_clearance	neighbourguard.co.za	30 days	Cloudflare challenge clearance after a JavaScript or CAPTCHA challenge.
Functional	ng.tierSelection (localStorage)	neighbourguard.co.za	365 days	Remembers which plan tier you selected on the plans page so we can pre-fill it during sign-up.
Functional	ng.preferredPortal (localStorage)	neighbourguard.co.za	365 days	Remembers whether you last used the personal or business portal so we can route you to the right login.
Functional	ng.cookieConsent (localStorage)	neighbourguard.co.za	365 days	Records your cookie-banner choice so we don't re-prompt on every page.
Analytics	[pending vendor selection]	—	—	Aggregate page-view and funnel metrics. Not set until you opt in via the banner.

This table is the canonical list. Whenever a cookie is added, removed, or renamed in our code, we update this table within seven calendar days and refresh the policy version date.

4 — THIRD-PARTY COOKIES

We do not embed third-party advertising scripts, social-media share widgets that drop cookies, or external chat widgets. The only third parties whose technology ever reaches your browser from a NeighbourGuard page are:

- **Cloudflare** — our CDN and DDoS-mitigation provider. Sets `__cf_bm` and `cf_clearance` as listed above. *This is unavoidable* — Cloudflare sits in front of every request reaching our origin.
- **The payment gateway** selected per 11 — *Data Processing Addendum*. Cookies are set only on the checkout page and only while you are actively paying. We will publish the exact cookie list here once the gateway is signed.

5 — REFUSING OR WITHDRAWING CONSENT

The cookie banner appears on your first visit and offers three options: **Accept all**, **Essential only**, and **Customise**. Your selection is recorded in `ng.cookieConsent` for 365 days. You can change it at any time:

- Click **Cookie preferences** in the page footer.
- Or clear the `ng.cookieConsent` entry from your browser's site-storage settings — the banner will reappear on your next visit.

Refusing analytics cookies will not affect your ability to sign in, fire an activation, receive an alert, or transact on the platform. Refusing **essential** cookies, however, will prevent you from signing in — they are required to operate the contract you have with us.

6 — DO NOT TRACK

Some browsers send a "Do Not Track" header. We honour it: if your browser sends DNT, we will not load analytics cookies even if you previously clicked "Accept all". DNT does not override the essential category.

7 — CROSS-BORDER TRANSFERS

Cloudflare may terminate traffic in a non-South-African edge location and our payment-gateway provider may store transactional cookies in a non-South-African data centre. Where this is the case, the cross-border transfer is governed by the data-processing addenda signed with each provider — see 11 — *Data Processing Addendum* and 12 — *Sub-processor List*.

8 — UPDATES TO THIS POLICY

We update this policy whenever the cookie list changes. The header carries the current version and the month of last change. If a change is material (a new category, a new vendor, a longer retention), we will post a notice on the site for at least 14 calendar days before the change takes effect.

9 — QUESTIONS OR COMPLAINTS

Cookie-specific questions go to the Information Officer using the channels on the contact strip below. If we cannot resolve your complaint, you may lodge it with the Information Regulator: **complaints.IR@justice.gov.za**.

Information Officer

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