

Cookies and Tracking Policy (iOS) – CJ Workplace

Last updated: 29th April 2026

1. Introduction

This Cookies and Tracking Policy explains how **CJ Workplace Limited** (“we”, “us”, “our”) stores and accesses information on your device when you use the CJ Workplace mobile application on iOS devices (the “App”).

This Policy applies **only to iOS users** and should be read alongside our Privacy Policy.

2. Do We Use Cookies?

The CJ Workplace iOS App itself does not set or read traditional HTTP cookies. As a native mobile application, it does not rely on:

- HTTP cookies set by our own servers
- Set-Cookie headers issued by the App
- Browser-based tracking technologies controlled by us

However, certain features of the App open third-party web content inside an in-app browser view (for example, gift-card delivery pages provided by our rewards partner and the budget-check tool). Those third-party pages are served by their own providers and may set their own cookies or use local storage within the isolated in-app browser session. This activity is controlled by those providers and governed by their own privacy and cookie notices, not by us.

3. What We Use Instead of Cookies

To enable the App to function, we use secure **on-device storage mechanisms** provided by iOS.

These technologies perform similar functions to cookies but remain strictly within the App environment and are not shared with third parties

4. Types of Data Stored on Your Device

4.1 Essential Session and Authentication Data

We store secure session information to keep you logged in:

- Authentication tokens
- Session identifiers
- Automatic session refresh data

This is strictly necessary for the App to function.

4.2 Preferences and Consent

We store your preferences, including:

- Your analytics tracking choice
- App settings (such as theme preferences)

This allows the App to respect your choices.

4.3 Device Identifiers

To support push notifications and device-level security, we generate and store two app-specific identifiers on your device:

- An internal device identifier, randomly generated by the App the first time it runs and stored only within the App.
- A push notification token issued by Apple Push Notification Service via our push infrastructure provider, used solely to deliver notifications to your device.

Neither identifier is an Apple Advertising Identifier (IDFA), neither is shared with advertisers, and neither is used to track you across other apps or websites.

4.4 Performance and Temporary Data

To improve performance, we temporarily store:

- Profile data
- Rewards and progress data
- Purchase and activity summaries

- Content and brand data

This data is cached for short periods and automatically refreshed.

4.5 Analytics Event Storage

Where enabled, analytics events may be temporarily stored on your device before being securely transmitted to our servers.

5. Analytics and Tracking (iOS)

We use a first-party analytics system, hosted on our own infrastructure, to understand how the App is used and to improve performance. Analytics events are queued on your device and transmitted to our own servers – not to a third-party analytics provider.

In addition, we use a third-party crash reporting and diagnostics service, to detect, investigate and fix errors and crashes. This service receives technical diagnostic information (such as error messages, stack traces, device model, OS version, and an identifier for the signed-in user so we can correlate reports). It is used strictly for stability and security purposes and not for marketing, profiling or advertising.

What we track through first-party analytics (if enabled):

- App usage and navigation
- Feature interactions
- Session duration
- Content engagement

What we do NOT do:

- No third-party marketing analytics tools
- No advertising tracking
- No cross-app tracking
- No data sharing for marketing purposes

6. Your Consent (App Tracking Transparency)

When you first use the App, we ask you to choose whether you are happy for us to collect analytics data about how you use it. Your choice is stored on your device and applied to all subsequent sessions.

- If you allow analytics → we collect anonymised or pseudonymised usage data on our own infrastructure to help us understand how the App is used and to improve it.
- If you decline → no analytics events are collected or sent, and any queued events are discarded.

You can change your choice at any time from the Privacy settings inside the App.

Separately, to keep the App stable and secure, we use a limited amount of crash and error diagnostic reporting (see Section 5). This runs independently of your analytics choice because it is necessary for the integrity and security of the service.

We do not use your data for cross-app tracking, third-party advertising, or marketing purposes, and the App does not use Apple's advertising identifier (IDFA).

7. Third-Party Services

We use a small number of trusted service providers to operate the App. These providers process data only as needed to deliver their service to us, and none of them are used for advertising or cross-app tracking:

- Cloud infrastructure and backend platform – provides authentication, database, realtime messaging and serverless functions that power the core App.
- Rewards, benefits and content infrastructure – supplies the rewards catalogue, benefits content and related data used within the App.
- Payment processing infrastructure – handles payments through regulated third-party payment service providers, including device-based wallet payment methods where you choose to use them.
- Gift card fulfilment provider – issues and delivers gift cards, with gift card content rendered inside an in-app browser view.
- Push notification infrastructure – delivers push notifications to your device via Apple's Push Notification Service on iOS and the equivalent platform service on Android.

- Crash reporting and diagnostics provider – receives technical error and stability information, as described in Section 5.
- Mobile platform services – standard services provided by Apple (and, on Android, Google) that are required to distribute and run the App, deliver notifications and support payments on the device.

These providers may process data as part of delivering their services, under contractual data-protection obligations, and do not use it for advertising or tracking. A current list of named sub-processors is available on request by contacting us using the details in Section 12.

8. No Advertising or Cross-App Tracking

We do **not**:

- Sell your personal data
- Share data with advertisers
- Track your activity across other apps or websites

9. Data Retention on Your Device

Data Retention on Your Device

Data stored on your device is retained only as long as needed:

- Authentication tokens and session data persist while you are logged in and are cleared from secure storage when you sign out or delete your account.
- Cached content (profile, rewards, purchases, brands, news, etc.) is short-lived and cleared on sign-out or account deletion.
- Queued analytics events are cleared on sign-out, on account deletion, and if you withdraw analytics consent.
- Preferences (such as theme choice and your analytics consent choice) remain on your device until you change them, sign out does not remove these so your preferences persist on your next sign-in.
- The internal device identifier and push notification token persist on the device so that push notifications keep working across sessions; they are removed when you delete the App.

You can remove all stored data by deleting the App or by deleting your account from within the App.

10. Your Rights

You have the right to control how your data is used, including:

- Managing tracking permissions via iOS settings
- Deleting your account
- Requesting data deletion

You may also lodge a complaint with the Information Commissioner's Office.

11. Changes to This Policy

We may update this Policy from time to time. Changes will be communicated within the App where appropriate.

12. Contact Us

If you have any questions about this Policy:

Email: support@email.cjworkplace.com

Or via the in-app support feature