BRENDMO

Cookies Policy

Version 0.2.0-draft | Effective 2026-10-21 | Draft for legal review

The cookies and similar browser storage used by Brendmo PMS, and the choices you have.

About this Policy

This Policy explains the cookies and similar browser storage used by Brendmo PMS, the performance management service at pms.brendmo.com and its company addresses (for example yourcompany.pms.brendmo.com). It also explains the choices you have.

Brendmo PMS is provided by Brendmo Chartered Accountants (CIPC enterprise number K2015009435), Tybalt Place, Howick Cl, Vorna Valley, Midrand, 1686, South Africa ("Brendmo", "we", "us"). This Policy covers Brendmo PMS only. The Brendmo website at www.brendmo.com has its own Cookies Policy.

1. What is a cookie?

A cookie is a small text file that a website saves in your browser. Websites can also save information in other browser storage: local storage keeps it until you or the website remove it, and session storage removes it when you close the browser tab. In this Policy "cookies" means all of these. First-party cookies are set by Brendmo PMS itself. Third-party cookies are set by another company's service.

2. Consent

The first time you visit, we show a notice at the bottom of the screen with three buttons: Accept all, Reject all and Choose cookies.

- Strictly necessary cookies are always used, because without them you cannot sign in and the service cannot be kept secure. The law allows these without consent.
- Preference cookies are used only if you accept them. We do not set them before you choose, and closing or ignoring the notice is not consent.
- We keep your choice for 12 months. After that we ask again. We also ask again sooner if we start using a new kind of optional cookie.
- You can change your choice at any time with Cookie settings. The link is at the bottom of the website, under the sign-in form, and in your menu after you sign in. When you withdraw consent, we remove the preference cookies from your browser straight away.
- If your browser sends a Global Privacy Control signal, we start with preference cookies switched off. You can still switch them on.

3. How long we keep your choice, and our record of it

Your choice is kept in a cookie named pms_consent for 12 months. When you make or change a choice, we also store a record on our servers. The record holds a random consent ID, the choices you made and the version of this Policy, the date and time, your browser type, and your user account if you were signed in. It does not include your IP address.

We keep these records for 3 years to show what you agreed to, and then delete them. Cookie settings shows your consent ID, which you can quote if you contact us about your choice.

4. First-party cookies

Strictly necessary (always on)

Name	Type	Purpose	How long
`idToken`	Session storage	Keeps you signed in while the tab is open	Until you sign out or close the tab
`refreshToken`	Session storage	Renews your sign-in without asking for your password again	Until you sign out or close the tab
`pms.mfa.device`	Local storage	Set only if you tick "Remember this device" at two-step sign-in; skips the code on this browser	Up to 30 days, or until you choose Forget under Remembered devices in your sign-in security
`pms_consent`	Cookie	Remembers your cookie choice	12 months
`setupWizard.redirected`, `setupWizard.skipped`, `setupWizard.prompted`	Session storage	For HR and the Tenant Admin: remembers that the set-up wizard, or the reminder to review the set-up, was already shown or put aside while you are signed in	Until you close the tab

Preferences (only if you accept them)

Name	Type	Purpose	How long
`company.nav.sections`, `company.nav.rail`	Local storage	Remember which menu sections and side menu you collapsed	Until you clear them or withdraw consent
`platform.nav.collapsed`	Local storage	The same, for the Brendmo platform menu	Until you clear them or withdraw consent
`list.pageSize.` followed by the list name	Local storage	Remember how many rows you chose for each list	Until you clear them or withdraw consent
`finance.payments.tab`	Local storage	Remember the last tab you opened on Finance > Payments	Until you clear it or withdraw consent
`r360-start-hidden`	Local storage	Remember that you hid the 360 feedback Get started card	Until you clear it or withdraw consent
`brendmo.supportHint`	Local storage	Remember how often the support chat hint was shown, so it stops appearing	Until you clear it or withdraw consent

If you do not accept preference cookies, Brendmo PMS still works fully but forgets these choices when you leave.

5. Third-party cookies

Service	When	Purpose	Category
Cloudflare Turnstile (Cloudflare, Inc.)	Only on the Free Trial sign-up form	Checks that a person, not an automated program, is creating the account. Cloudflare may use short-lived technical storage for this check.	Strictly necessary
Payfast by Network (Network International)	Only after you are sent to Payfast to pay	Card and payment pages run on Payfast's own website under its own cookie policy	Their own website
Microsoft and Google sign-in	Only if your company uses Microsoft or Google sign-in and you choose it	You sign in on Microsoft's or Google's own website under their cookie policies	Their own website

The Facebook, LinkedIn, Instagram and YouTube icons on our pages are plain links. Nothing loads

from those networks unless you click a link and leave our site.

6. Analytics and advertising

Brendmo PMS does not use analytics, advertising or social-media tracking cookies. If we add any, we will update this Policy first and use them only with your consent.

7. Hosting

Our web pages are delivered by Vercel Inc., and our application and data run on Amazon Web Services in Cape Town, South Africa. Neither sets cookies on Brendmo PMS. If Vercel's protection against attacks is switched on during an attack, Vercel may set a short-lived security cookie to tell people from automated traffic. That cookie is strictly necessary.

8. Managing cookies in your browser

You can also delete cookies and site data, or block them, in your browser settings. If you block strictly necessary storage, you will not be able to sign in.

9. Your rights

Cookies that identify you are personal information under the Protection of Personal Information Act 4 of 2013 (POPIA). Our Privacy Policy explains your rights, such as the right to access or correct your information or to object. If you are in the European Union or the United Kingdom, we apply the same approach to you: nothing optional without your consent, and you can withdraw it at any time. You may complain to the Information Regulator (South Africa) at inforegulator.org.za, or to the data protection authority where you live.

10. Changes to this Policy

When this Policy changes, we change its version number and effective date. If we add a new kind of optional cookie, we ask for your choice again before using it.

11. Contact

For questions about this Policy or your cookie choice, email help@brendmo.com, call +27 11 026 3052 or write to Brendmo, Tybalt Place, Howick Cl, Vorna Valley, Midrand, 1686, South Africa.