

Cookie Policy

Version: 1.0

Effective date: 01.10.2025.

This Cookie Policy explains how **Kopaonik.Rent** uses cookies and similar technologies. For privacy matters unrelated to cookies, see our **Privacy Policy** above.

1) What are cookies?

Cookies are small text files placed on your device by websites you visit. They may be set by us (first-party) or by third parties (e.g., payment providers). Similar technologies include local storage, pixels, and SDKs.

2) How we use cookies

We group cookies into these categories:

1. **Strictly necessary** – essential for site functionality and security (e.g., session, load balancing, fraud prevention). These do **not** require consent.
2. **Functionality** – remember preferences (language, currency: **RSD/EUR**).
3. **Analytics** – we use **Google Analytics (GA4)** to understand usage and improve the Platform. These are set only after you **consent** (where consent is required).
4. **Advertising** – used for personalized ads. **We currently do not use advertising cookies** on our own site. If this changes, we will ask for your consent first.

3) Cookies we use

The exact cookies can vary over time. Examples include:

Category	Cookie name (example)	Purpose	Provider	Expiry
Necessary	sessionid, __Host-session, csrf_token	Login/session management, CSRF protection	Kopaonik.Rent	Session–12 months
Necessary	__stripe_mid, __stripe_sid	Fraud prevention / payment processing	Stripe	30 min–1 year
Necessary	awx_*	Payment orchestration & risk controls	Airwallex	Session–12 months
Functionality	lang, currency	Remember language and currency (RSD/EUR)	Kopaonik.Rent	6–12 months
Analytics	_ga, _ga_*	Google Analytics (GA4) usage analytics (aggregated)	Google	24 months / variable

We do not control third-party cookies placed by payment providers on their domains. Please review their policies for details.

4) Your choices

- **Consent banner & settings.** On your first visit, you'll see a banner. You can accept all, reject non-essential, or manage categories. You can change choices anytime via **Cookie settings** in the footer (link will reopen the preferences panel).
- **Browser controls.** You can block or delete cookies in your browser settings. Some features may not work if necessary cookies are blocked.

5) Legal basis

- **Necessary cookies:** our **legitimate interests** in providing a secure, functional service.
- **Functionality/Analytics/Advertising: consent** where required. Where consent is the basis, we set these only after you opt in.

6) Retention

Cookie lifetimes are shown in the table above or in the on-site cookie manager. Analytics data may be retained up to **24 months**.

7) Updates

We may update this Cookie Policy; material changes will be highlighted in the banner or on this page.

8) Contact

Questions about cookies? **Office[at]kopaonik.rent**

Local notes (Serbia & international guests)

- Hosts may be required by local law to record guest identity/length of stay for tourist reporting. Where this applies, Hosts act as independent controllers and should provide their own notices at check-in.
- For international transfers (e.g., to Singapore for card processing), we use appropriate safeguards as described in the Privacy Policy.

Languages: Provided in **English** and **Serbian**. In case of discrepancy, the **English** version controls.