Cookies

Version 1.0 · Updated 13 Nov 2026

In short

· This website does not show a cookie banner.

· Analytics is on by default unless you have turned it off. We do not load advertising-network cookies or pixels today.

· You can change your choice at any time with the “Cookie settings” button on this page.

This summary does not replace the full text.

01 · What they are

How we use browser storage.

A cookie is a small file that a website saves in your browser to remember something between one page and the next. Your browser also has local storage and session storage that serve the same purpose. This policy covers all three.

Necessary cookies let you use the service. Usage measurement starts without a prior notice and you can turn it off on this page. The controller is SANTE SALUD BARCELONA BRAND, S.L. (tax ID B56142987).

Privacy: https://santelabs.com/en/legal/privacy

02 · Necessary

The website does not work without them; they need no consent.

sl_consent: Santé Labs · Remembers your cookie choice · 182 days

NEXT_LOCALE: Santé Labs · Remembers your chosen language · 1 year

sante_booking_draft: Santé Labs · Keeps the identifier of your unfinished booking, only on /book · 24 hours

In your browser's local storage we also keep your session when you sign in to your account, a copy of your cookie choice, the forms, questionnaires and bookings you leave unfinished and, if you arrive with an invitation, its code for 7 days. What is only needed while you complete a step is kept in session storage, which the browser empties when you close the tab. The rest stays until you sign out, finish the step or delete the site data in your browser. None of this is used for measurement or advertising.

During sign-up, at payment and on the payment and invoice screens of your account, Stripe is loaded and may set its own cookies to prevent fraud (__stripe_mid and __stripe_sid, which according to Stripe's documentation last one year and 30 minutes). If you choose to sign in with Apple or Google, those services use their own cookies in their sign-in window.

03 · Preferences

A permission that sets nothing by itself today.

No cookie depends on this permission alone today. We use it as a second condition for the visit-origin cookies, which are explained in the analytics section: they are only set if you

accept both categories.

The language you choose is stored as a necessary cookie, because it is your own choice.

04 · Analytics

To understand which pages are used; on by default.

_ga, _ga_R4ZC7HTZSX: Google Analytics 4 · Measures visits and page views with a random identifier for your browser · Up to 2 years

ph_…_posthog: PostHog · Measures page views and completed steps with a random identifier, with no personal profile · Up to 1 year

We measure page views and completed steps to improve the website unless you turn analytics off. PostHog receives route patterns without query strings and a random identifier; never the name of a test, a result, your email or your user identifier.

Google Analytics runs with advertising storage switched off. PostHog receives the data in its European Union cloud, with no session recording and without building a profile of a person. Google may process data outside the European Union; the safeguards are explained in the privacy policy.

Each provider explains how it handles data at https://policies.google.com/privacy and on the PostHog privacy page (posthog.com/privacy).

Origin of the visit

atb_first, atb_last: Santé Labs · Keep the campaign (UTM parameters), the click identifier if you arrive from an advert, the page you came from and the first page you visited · 180 and 90 days

cid: Santé Labs · Random visitor identifier, without your name or email · 365 days

These cookies are our own. They are only set if you accept both Preferences and Analytics, and only while campaign measurement is active. If you arrive from a Google, Meta, TikTok or Microsoft advert, they keep the click identifier that advert adds to the link, so we know which campaign each visit comes from. They do not store results or account data. If you create an account, that origin is saved with your sign-up.

If you move from this website to santeclinics.com, which belongs to the same company, the link carries the visitor identifier so that it is recognised as the same visit.

05 · Marketing

A category that is not used today.

We do not load advertising-network or social media cookies or pixels today, even if you accept this category. The visit-origin cookies, which are our own and are explained under Analytics, do not depend on this permission. If we ever add advertising cookies, they will appear on this page with their provider and duration, and we will ask for your permission again.

06 · How to change your choice

Where to review and withdraw consent.

You can change or withdraw your permission at any time with this button.

Cookie settings: https://santelabs.com/en/legal/cookies

If you withdraw permission for analytics, we delete the analytics cookies in your browser. Your choice lasts about six months; once it expires, the default settings apply again.

Your choice is stored separately on santelabs.com and on app.santelabs.com. This button changes the choice for the site you are visiting. The app does not currently have a cookie-settings button; use your browser settings to delete or block its cookies. If you are signed in, your decision about analytics is also saved in your account.

You can also delete or block cookies in your browser settings. If you block the necessary ones, some parts of the website may stop working.

If you have questions, write to us at contact@santeclinics.com.