

Cookies Policy

NEURICA LTD trading as TheDentalBot

1. About this policy

This Cookies Policy is issued by NEURICA LTD trading as TheDentalBot, company number 16747562. Our registered office is 20 Maybridge Crescent, Goring By Sea, Worthing, England, BN12 6HQ. Contact us at enquiries@thedentalbot.co.uk.

It explains cookies and similar storage used by the public TheDentalBot website, including the chatbot demonstration at thedentalbot.co.uk. The equivalent site at thedentalbot.com may use its own browser storage, but it is not currently included in this Cookiebot domain group and cookie consent is not shared between the two domains. This policy should be read with our Privacy Policy, which explains who receives personal information, international processing, retention in service systems and your rights.

A dental practice's website has its own technologies and privacy arrangements. This policy does not replace that practice's cookie information. The client portal remains under development; its authentication and account storage must be covered by the information provided before client access is enabled.

2. Cookies, Local Storage and Session Storage

A cookie is a small record stored by your browser and returned to the relevant website or service in accordance with its settings. Some cookies expire at the end of a session; others have a stated expiry time.

Local Storage and Session Storage are browser storage mechanisms that website code can read. Local Storage has no automatic browser expiry and can remain after you close a tab. It lasts until the website or provider removes it, you clear it, or your browser removes it. Session Storage normally lasts for the page session, survives a refresh and is cleared when the tab or window closes. Restoring a browser session can preserve it.

These technologies can involve personal information without containing your name. A browser or chat identifier may distinguish your visit or connect a sequence of interactions. The length of time something remains on your device is separate from the retention of analytics data, consent evidence, emails or chat transcripts in a provider's systems.

3. Your choices

We use Cookiebot to present cookie choices and record them. You can reject optional categories, accept them or choose individual categories. Continuing to browse does not itself give permission for optional analytics or advertising.

Google Analytics is in the **Statistics** category. The website is configured to block its tags until Statistics consent is given. Ordinary browsing and the business enquiry form do not require you to accept Statistics cookies.

Storage that is strictly necessary to provide a service you request or manage a privacy choice can be used without separate cookie consent. This is a limited exception: opening a chatbot does not authorise unrelated analytics, advertising or every item that a provider might store. Optional preferences must have the appropriate choice unless a specific legal exception applies.

Use Cookiebot's cookie settings control to review or change your choice. If you cannot find or operate it, contact enquiries@thedentalbot.co.uk. You can also remove cookies and website storage through your browser settings as explained in section 7.

4. Cookie and browser storage details

A # in the entries below stands for a variable identifier, such as a Google tag, Voiceflow project or Cookiebot domain group.

CookieConsent | Cookiebot | Cookie. Remembers your cookie choices so the website can apply them. Used on thedentalbot.co.uk, path /, for necessary consent management without requiring Statistics consent. Lifetime: about one year, subject to browser limits. A new choice can replace the record. This record applies to the domain on which it is set.

_ga | Google Analytics | Cookie. Distinguishes browsers for website usage measurement. Used for .thedentalbot.co.uk, path /, with Statistics consent. Declared lifetime: 729 days, approximately two years, subject to shorter browser limits. Chrome can limit this to 400 days. The expiry may be renewed on a later visit according to the analytics configuration.

ga# | Google Analytics | Cookie. Preserves analytics session state. Used for .thedentalbot.co.uk, path /, with Statistics consent. Declared lifetime: 729 days, approximately two years, subject to browser limits and renewal on later visits in the same way as _ga.

voiceflow-client-id | Voiceflow | Local Storage. Holds the browser identifier used by the requested chat. It is created after the demonstration is opened and is stored under the website's origin. It can remain after the tab closes. Local Storage does not apply an automatic expiry; clearing site storage removes this browser copy. A chat inactivity timeout does not by itself establish that this identifier has been deleted.

voiceflow-session-# | Voiceflow | Session Storage. Holds current chat session state, including conversation turns, under thedentalbot.co.uk so the widget can continue the interaction. It normally lasts for the browser page session, subject to browser restoration. Ending the browser session does not delete a transcript stored by Voiceflow.

voiceflow-chat-widget:is-open | Voiceflow | Local Storage. Remembers whether the widget is open or closed where it writes this preference. It is not created in every interaction. It has no automatic browser expiry and can remain after tab closure until removed or site storage is cleared. This display preference is separate from the conversation record.

CookieConsentBulkSetting-# | Cookiebot | Local Storage. Used under consentcdn.cookiebot.com as part of Cookiebot consent management. It contains consent-setting state rather than a chatbot transcript. The current TheDentalBot Cookiebot configuration includes thedentalbot.co.uk only, so it is not currently used to share consent with thedentalbot.com. There is no fixed browser expiry for Local Storage; Cookiebot may update or remove relevant entries as consent settings are processed, and browser clearing or restrictions can also remove them.

A leading dot in a cookie domain indicates its domain scope; it is not an additional independent website. Browser storage on .com and .co.uk is not automatically the same record. Cookiebot is currently configured for thedentalbot.co.uk only, so consent is not currently shared with thedentalbot.com.

5. Analytics and the demonstration

Google Analytics. With your Statistics permission, we use analytics to understand which pages people use, how they arrive and how they interact with the website. Our current website code uses Google Consent Mode version 2 with analytics tags blocked before Statistics consent. The default analytics and advertising consent states are denied. Giving a Statistics choice is not a separate agreement to receive marketing messages.

Cookie expiry is subject to browser limits and does not tell you how long identifiable analytics records are retained in the Google Analytics property.

Voiceflow demonstration. The widget is loaded when you choose to open the dental chatbot. Chat storage supports that requested interaction and, where used, the widget's display state. A separate cookie choice is required for any optional storage that does not qualify for an applicable exception.

The configured chat inactivity timeout is 15 minutes. A timeout or a closed widget is not a promise that all Local Storage identifiers, received emails, Airtable records or Voiceflow transcripts have been deleted. In particular, identifiable Voiceflow transcripts may currently be retained for up to six months as explained in the Privacy Policy.

Opening the demonstration makes connections to Voiceflow and related services needed to deliver it. Use fictional test details, except your own email address if you deliberately test a confirmation email. The demonstration is not a way to obtain care from a real dental practice.

6. Changing or withdrawing consent

Reopen Cookiebot's cookie settings, change the optional categories and save the new choice. You can reject Statistics without losing access to the ordinary public website. A changed choice applies to future optional processing; it does not make earlier processing based on valid consent unlawful.

A withdrawal stops future optional analytics use. Reload the page after saving your changed choice so it is applied throughout the page. You can also use browser controls to remove remaining device storage. Previously stored information in a provider's systems is handled as explained in the Privacy Policy.

Cookie choices are associated with the browser, device and applicable domain. You may be asked again after clearing storage, changing browser or device, when a choice expires or when relevant technologies change. Cookiebot is currently configured for thedentalbot.co.uk only, so consent is not currently shared with thedentalbot.com.

Withdrawing cookie consent or clearing site data does not itself request deletion of a demonstration record or patient conversation held in service systems. Use the rights contact in our Privacy Policy for that request.

7. Browser controls and further information

Your browser's privacy or site data settings let you inspect and delete cookies and, where supported, Local Storage and Session Storage. Search those settings for the relevant website and provider domain. Blocking all storage can stop a requested feature from working or cause your cookie choice to be requested again.

Closing the chat alone may not clear a persistent identifier. To remove that browser record, use the browser's control for clearing the website's stored data. This can reset the chat and remove the saved cookie choice, so make your preferred cookie selection again on a later visit.

For details about Google's cookie behaviour, see support.google.com/analytics/answer/11397207. For wider personal information handling and complaint rights, read our Privacy Policy or contact enquiries@thedentalbot.co.uk.

For the current list of cookies and similar technologies detected on the website, see the live Cookie Declaration on our Cookies Policy page.

We will review this policy when the site's technologies, their purposes or consent arrangements change. The version and preparation date below identify this document.