

# COOKIE POLICY

## CALL DOC Telemedicine Platform — MOROCCO

Document reference: CLDOC-COOKIES-MA | Version 1.0 | April 2026



This policy explains how CallDoc Morocco uses cookies and similar tracking technologies on its website [www.calldoc.ma](http://www.calldoc.ma) and its telemedicine platform. It is governed by Law No. 09-08 on the protection of personal data and Decision No. D-939-2025 of the CNDP.

## 1. WHAT IS A COOKIE?

A cookie is a small text file stored on your device (computer, smartphone, tablet) when you visit a website. It allows the site to remember certain information about your visit, such as your language preferences, your login session, or your display settings.

Cookies can be:

- Session cookies: automatically deleted when you close your browser
- Persistent: stored on your device for a defined period
- First-party: placed directly by CALL DOC
- Third-party: placed by external service providers authorized by CALL DOC

*Legal basis: Law No. 09-08; Decision No. D-939-2025 of the CNDP.*

## 2. CATEGORIES OF COOKIES USED BY CALL DOC



### Strictly Necessary Cookies Always active

These cookies are essential for the functioning of the Site and the Platform. They ensure the security of your connection, keep your session active, and guarantee essential features. Without these cookies, the Platform cannot function properly. They cannot be disabled.

*Examples: Authentication, session maintenance, CSRF security, load balancing.*



### Performance and Analytics Cookies Can be disabled

These cookies collect anonymized information about how users navigate the Site (pages visited, time spent, errors encountered). This data is used exclusively to improve the Platform's performance and usability. No health data is collected via these cookies.

*Examples: Anonymized audience measurement, analysis of browsing paths, detection of technical errors.*



### Functional Cookies Can be disabled

These cookies allow us to remember your preferences in order to personalize your experience on the Platform. They are not essential for the Site to function but improve your user experience.

*Examples: Saving your selected language, display preferences, notification settings.*

**CALL DOC does not use advertising, marketing, or commercial profiling cookies on the Platform.**

## 3. DETAILED LIST OF COOKIES

### 3.1 Strictly Necessary Cookies

Cookie Name	Purpose	Duration	Type
session_id	Maintaining the authenticated user session	Session	Internal — Required
csrf_token	Protection against CSRF attacks (security)	Session	Internal — Required
auth_token	Secure authentication of patient or doctor account	24 hours	Internal — Required
lang_pref	Save selected language	1 year	Internal — Required
lb_route	Load balancing between servers	Session	Internal — Required

### 3.2 Performance Cookies

Cookie Name	Purpose	Duration	Type
_analytics_id	Anonymous visitor ID for audience analysis	13 months	Internal — Performance
_session_hits	Anonymous count of page views per session	Session	Internal — Performance
_perf_monitor	Measurement of load times and error detection	30 days	Internal — Performance

### 3.3 Functional Cookies

Cookie name	Purpose	Duration	Type
ui_theme	Saves the display theme (light/dark)	6 months	Internal — Functional
notif_prefs	Platform notification preferences	6 months	Internal — Functional
timezone	User's time zone for displaying appointments	1 year	Internal — Functional

*This list is updated regularly. The date of the last update is shown at the bottom of the page.*

## 4. YOUR CONSENT

In accordance with Law No. 09-08 and CNDP Resolution No. D-939-2025, only strictly necessary cookies may be placed without your prior consent. Performance and functional cookies are only enabled after you have given your explicit consent.

When you first visit the Site, a cookie management banner will appear. You can:

- Accept all cookies
- Reject non-essential cookies
- Customize your choices by category

Your choice is saved for a period of six (6) months. At the end of this period, your consent will be requested again.



You can change your cookie preferences at any time by clicking the “Manage my cookies” link available at the bottom of every page on the Site.

## 5. HOW TO MANAGE YOUR COOKIES?


### 5.1 Via the Site’s cookie banner

The easiest way is to use the cookie management banner available on the Site (the “Manage my cookies” link at the bottom of the page). You can enable or disable each category of non-essential cookies.

### 5.2 Via your browser settings

You can also configure your browser to accept, reject, or delete cookies. Here’s how to access the settings for the main browsers:

Browser	Access to cookie settings
Google Chrome	Settings → Privacy and security → Cookies
Mozilla Firefox	Settings → Privacy and Security → Cookies
Safari (iOS/Mac)	Settings → Safari → Privacy
Microsoft Edge	Settings → Cookies and site permissions
Samsung Internet	Settings → Privacy → Cookies

 **Note:** Disabling certain cookies via your browser may affect the proper functioning of the CALL DOC Platform, particularly your ability to log in to your account.

## 6. COOKIES AND DATA TRANSFERS

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CALL DOC does not use third-party cookies for advertising or profiling purposes. Data collected via performance cookies is anonymized before any processing and does not allow for the identification of individual users.

In the event that a third-party technical service provider is required to process data collected via cookies (e.g., audience analytics tools), that provider is bound by a data processing agreement that imposes protection safeguards equivalent to those required by Law No. 09-08.

*Legal basis: Law No. 09-08 (Art. 23 et seq.).*

## 7. COOKIES AND HEALTH DATA

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No cookies placed on the Site or the CALL DOC Platform collect personal health data. Medical data exchanged during teleconsultations is transmitted via secure, encrypted channels (TLS/SSL) and never passes through cookies.

The protection of your health data is governed by our Patient Privacy Policy, available in the “Personal Data” section of the Site.

## 8. CONTACT AND COMPLAINTS

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For any questions regarding this Cookie Policy or the exercise of your rights:

<b>Email</b>	privacy@calldoc.ma
<b>Phone</b>	+212 6 95 18 80 33
<b>Website</b>	www.calldoc.ma — “Manage My Cookies” section
<b>CNDP (complaint)</b>	www.cndp.ma   contact@cndp.ma

## 9. POLICY UPDATES

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CALL DOC reserves the right to update this Cookie Policy at any time, particularly to reflect changes in applicable regulations (Law No. 09-08, CNDP deliberations) or the addition of new cookies on the Platform.

In the event of a substantial change, you will be notified via the cookie banner during your next visit. The current version is always available at the bottom of every page on the Site.

*CALL DOC – Morocco / Law No. 09-08 / Law No. 53-05 / Law No. 31-08 / CNDP Resolution No. D-939-2025 / Decree No. 2-18-378 / Decree No. 2-20-675*