

Cookie and Similar Technologies Policy – Jungle Bike

Jungle Bike uses cookies and similar technologies to ensure the proper functioning and security of our site, to measure and analyse audience, to personalise content, and to facilitate connections between users and bike repairers.

This policy supplements Jungle Bike's Personal Data Protection Policy and applies to all sites: junglebike.fr, junglebike.ch, junglebike.be, junglebike.it, junglebike.nl, junglebike.es, junglebike.it, junglebike.uk.

Jungle Bike reserves the right to update this policy and will notify any update via the Jungle Bike Platform, in particular by displaying a new up-to-date banner.

You may change your choice regarding cookies, accept or refuse them at any time by clicking on **Cookie Settings**.

What is a Cookie and what is it used for?

Cookies and similar technologies refer to all trackers used by Jungle Bike or its partners to store or read personal data and non-personal data on or from your device when you use our Platform. For the sake of simplicity, we always refer to them as “Cookies”.

Cookies are used to store or read information on or from your device for various purposes and, depending on the purpose of the Cookies, your consent may be required.

There are two main categories of Cookies:

- **Cookies placed by Jungle Bike** on your device. They are generally used to identify a user and give them access to their account and to the various features of the Jungle Bike Platform (searching for a repairer, booking an appointment, managing an account).
- **Cookies placed by a third-party service provider** (“Third-Party Cookies”). These Cookies may be used by the third-party provider to recognise your device when you visit other platforms. The issuance and use of Cookies by third parties on the Jungle Bike Platform are subject to those third parties' privacy policies.

Essential Cookies

Jungle Bike uses Cookies that are strictly necessary for the operation and proper administration of the Platform, for providing the services requested by the user (searching for a repairer, booking an appointment, payment), for protecting the Platform against cyberattacks, and for retaining your consent to the placement of Cookies.

These Cookies are essential for browsing the Jungle Bike Platform. Removing them may make it difficult or impossible to use the Platform.

Cookie Name and Partner	Detailed Description of Purposes	Retention Period
PHPSESSID (Jungle Bike)	This Cookie identifies whether you are a logged-in user or not.	Session
JWT_TOKEN (Jungle Bike)	Contains the JWT (JSON Web Token) identifying the user logged in to the API.	24 hours
JWT_ACCESS_TOKEN (Jungle Bike)	Contains the JWT (JSON Web Token) identifying the user logged in via SSO (Decathlon/Google).	24 hours
JWT_REFRESH_TOKEN (Jungle Bike)	Allows JWT_ACCESS_TOKEN to be renewed without the user having to log in again.	30 days
user_data (Jungle Bike)	Stores the user's first name, last name and email address after logging in via SSO.	Session
partner_source (Jungle Bike)	Enables attribution of a partner or fleet in affiliate links.	
__stripe_mid (Stripe)	This Cookie helps secure the online payment mechanism for repair services.	1 year
__stripe_sid (Stripe)	This Cookie helps secure the online payment mechanism for repair services.	30 minutes

Audience Measurement Cookies

Jungle Bike uses audience measurement Cookies to adapt the Platform to users' needs, to measure the number of visits and pages viewed, user activity on the Platform, and for analysis and statistical study purposes.

These Cookies are used only when the user accepts the audience measurement purpose.

Cookie Name and Partner	Detailed Description of Purposes	Retention Period
_ga / _ga[container-id] (Google Analytics, via Google Tag Manager)	These Cookies distinguish between users and anonymously track their actions on the Platform (page views, clicks, booking journey) in order to generate statistical reports and improve service quality.	24 months
_gid (Google Analytics, via Google Tag Manager)	This Cookie distinguishes between users over a short period for audience measurement purposes.	24 hours

Advertising Campaign Measurement Cookies

Jungle Bike uses Cookies to measure audience and analyse the effectiveness of its advertising campaigns on third-party sites.

These Cookies are used only when the user accepts the advertising campaign measurement purpose.

Cookie Name and Partner	Detailed Description of Purposes	Retention Period
gact (Google Ads, via Google Tag Manager)	This Cookie attributes certain user actions on the Platform to a Jungle Bike advertising campaign on Google, in order to measure the performance of that campaign once the user has clicked on an ad.	30 days

Use of Urchin Tracking Module (“UTM”)

As part of its marketing activities, Jungle Bike may use Urchin Tracking Modules (UTM). A UTM is added to the URL of certain site pages, making it possible to identify the source of a visit (e.g. social network, advertising campaign, partner).

UTMs are necessary for tracking to function properly between different websites and are therefore considered an essential technology. No personal data is collected by Jungle Bike or shared with external partners through the use of UTMs.

Sharing the Use of Your Device with Other People

If your device is used by several people, or where the same device has several browsers installed, we cannot be certain that the services intended for your device correspond to your own use of that device and not to that of another user of the device.

Sharing the use of your device with other people and configuring your browser's Cookie settings are matters of your own free choice and responsibility.

How to Disable Cookies

You have several options for managing Cookies.

You can first use our **Cookie Settings** module, the link to which is displayed at the bottom of every page of the Jungle Bike Platform. This module lets you set your preferences either globally for the Platform or service by service.

You can also configure your browser so that Cookies are rejected, either systematically or depending on their issuer.

Each browser's configuration is different. Here are some examples:

- **Firefox:** Menu/Options/Privacy & Security tab/Enhanced Tracking Protection → check the Custom box, then the Cookies box → select “All cookies” or “All third-party cookies”
- **Chrome:** Menu/Settings/Show advanced settings/Privacy and security/Site settings/Cookies → turn off “Allow sites to save and read cookie data”
- **Safari for macOS:** Safari/Preferences/Privacy tab → check “Block all cookies”
- **Safari for iOS:** Settings menu/Safari → check “Block all cookies”
- **Internet Explorer:** Menu/Internet Options/Privacy tab → Advanced/Advanced privacy settings → check “Override automatic cookie handling”

Contact

If you have any questions or complaints regarding Jungle Bike's compliance with this Policy, or if you wish to share recommendations or comments to improve the quality of this policy, you may contact Jungle Bike in writing at the following address:

- **JUNGLE BIKE** – 254 rue Vendôme, 69003, Lyon, France
- **george@junglebike.fr**

In the event of any discrepancy or difficulty of interpretation between the different language versions of this policy, only the version drafted in French shall prevail.

Date: 01/09/2026