

Cookie Policy

Last updated: June 2026

1. What Are Cookies

Cookies are small text files stored on the user's device (computer, tablet or phone) when they visit a website. They allow the website to recognise the device and store information about the user's preferences or previous actions.

2. Who Uses Cookies at Coach ID

The Coach ID platform (accessible at coachidapp.com and all its subdomains) uses cookies that are strictly necessary for its operation. The entity responsible for the use of these cookies is Coach ID — Team Sports Management, Lda., tax identification number (NIPC) 514674121.

3. Which Cookies We Use

Coach ID uses exclusively strictly necessary cookies, that is, cookies indispensable for the operation of the Service.

We do not use analytics, marketing, advertising or behavioural tracking cookies.

3.1. Cookies used

Cookie name	Purpose	Duration	Source
auth0.is.authenticated	Authentication indicator	Session	Auth0
auth0-mf	Authentication session	Session	Auth0
did / did_compat	Device identifier (Auth0 security)	1 year	Auth0
_stripe_mid	Checkout fraud prevention	1 year	Stripe (payment pages only)
_stripe_sid	Checkout session	30 minutes	Stripe (payment pages only)
coachid_session	User session on the platform	Session	Coach ID
coachid_csrf	Protection against CSRF attacks	Session	Coach ID

The list may vary as the platform and its sub-processors evolve.

4. Consent

Strictly necessary cookies do not require the user's prior consent, under Art. 5(3) of the ePrivacy Directive (and the corresponding Article 5 of Law 41/2004) and the CNPD guidelines.

These cookies are essential to:

- Authenticate users on the platform
- Keep sessions active
- Process payments securely
- Protect against attacks (CSRF, fraud)

Without these cookies, the Service cannot function correctly.

5. Third-Party Cookies

Some cookies are set by third parties that provide services to Coach ID, namely:

- Auth0 (by Okta, Inc.): authentication. Policy: auth0.com/privacy
- Stripe Payments Europe, Ltd.: payment processing. Policy: stripe.com/privacy

These third parties may set their own cookies only when the user interacts with their specific features (login, checkout). Their cookie and privacy policies apply to the respective cookies.

6. How to Manage Cookies

The user may, at any time, control or delete cookies through their browser settings. Most browsers allow you to:

- See which cookies are stored
- Delete specific cookies or all of them
- Block cookies from specific sites
- Block third-party cookies
- Delete all cookies when closing the browser
- Block all cookies

Important: by blocking strictly necessary cookies, the Service may stop working correctly. You may be prevented from authenticating or processing payments.

How to manage cookies in the main browsers

- Google Chrome: support.google.com/chrome/answer/95647
- Mozilla Firefox: support.mozilla.org/kb/cookies
- Safari: support.apple.com/safari
- Microsoft Edge: support.microsoft.com/microsoft-edge

7. Changes to This Policy

Coach ID may update this Cookie Policy whenever necessary, namely in the event of a change to the cookies used or to the applicable legislation. Material changes will be communicated through the website.

8. Contact

For questions relating to cookies or privacy:

Coach ID — Team Sports Management, Lda. — Email: privacidade@coachidapp.com