

Cookie Policy

What the website and the dashboard store in the browser, why, and how to change your choice.

Version · October 23, 2026

SHA-256 of source text 13c177db84d5c031d0d9f30c9ee14fcac08a1c6c3be336578038722ad1beec9b
<https://skyinbox.com.br/cookie-policy/2026-10-23>

1. One policy for the website and the dashboard

This Policy forms part of the [Privacy Policy](#) and applies to the website `skyinbox.com.br` and to the service dashboard at `app.skyinbox.com.br`. The party responsible is **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, Brazilian company registration (CNPJ) **05.699.856/0001-10**. Contact: `contato@skyinbox.com.br`.

2. Categories

Category	Purpose	Your choice
Necessary	Keeping you signed in to the dashboard, protecting the session, storing your cookie choice and your theme preference	Always on, because the service does not work without them
Audience measurement	Counting visits per page, traffic sources and actions on the website, such as clicking WhatsApp, choosing a plan or submitting the form	Optional; off until you consent
Performance	Measuring page load time and visual stability	Optional; off until you consent

The two optional categories can be accepted or refused separately. Refusing them changes nothing about what you can read or do: no page depends on them.

3. Inventory and duration

Technology	Category and purpose	Where	Duration
skyinbox_privacy_consent	Necessary: records the version, the measurement and performance choices and the date of the decision	Website	Up to 180 days from the choice
Theme storage	Necessary: remembers whether you prefer the light or dark theme	Website	Until you change the theme or clear the browser
cw_d_session_info and dashboard session cookies	Necessary: keeping the user signed in and protecting the session	Dashboard at app.skyinbox.com.br	For the duration of the session, subject to security controls
Vercel Web Analytics	Audience measurement: pages, traffic source and technical browsing data	Website	Runs only with consent
Vercel Speed Insights	Performance: loading metrics	Website	Runs only with consent
Google Analytics, including _ga and _ga_<id>	Audience measurement: page path, traffic source, campaign markers (such as utm and gclid) and actions on the website	Website	Only with consent; cookies set for up to 180 days

The address sent for measurement is the page path; from the query string, only campaign markers are sent, without the fragment. What you type in forms is not included, and there is no personal identification. The service dashboard does not load any audience measurement or advertising tool.

The chat that a customer company installs on its own website also stores a conversation identifier (cw_conversation) in the visitor's browser, so that they can pick the conversation up where they left off. In that case, the company that published the chat decides how it is used, and its cookie policy is the one that applies.

Cookie lifetimes are different from data retention periods, which are described in the Privacy Policy. You can delete local data in your browser settings.

4. Accepting, refusing and changing your mind

In the cookie notice, accepting and refusing are equally easy. Closing the notice continues with the necessary features only. Ignoring the notice does not authorise any optional category, and the legal document pages can be read before making any choice.

To change your choice, use the “Preferências de cookies” (cookie preferences) link in the website footer. The change applies to future measurement; withdrawing consent does not make earlier processing carried out on a valid basis unlawful. Requests about data already processed follow the data subject rights procedure.

5. Another browser, another choice

Your choice is stored in the browser where it was made. Another device, another browser, private browsing or clearing storage may require a new choice. The notice also reappears when the record expires or when a change of purpose requires a new decision.

The cookie choice is independent of accepting the Terms of Service and the Data Processing Agreement: contracting SkyInbox does not authorise the optional categories.