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Cookie Policy

Last updated: November 3, 2026

This policy explains the cookies and similar technologies PollsLive uses, what each one is for, how long it lasts, and how you can control the non-essential ones. It complements our Privacy Policy.

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1. What cookies are

Cookies are small text files stored on your device by a website. "Local storage" is a similar browser technology that keeps small amounts of data on your device. We group these into **strictly necessary** (required to run the Service, exempt from consent under Article 5(3) of the ePrivacy Directive) and **non-essential** (analytics). Cloudflare Web Analytics loads only with your consent. We use no advertising, retargeting, or cross-site tracking technology without your consent: the one advertising-related script on the site is the Whop Pixel, which measures where buyers of a paid plan came from, and it runs only after you accept analytics. Cloudflare Zaraz is not enabled on PollsLive.

2. Strictly necessary cookies

These are always active because the Service cannot function without them. Each one is listed below with its purpose and lifetime. None of them are used to profile you or track you across other websites.

- **__Host-next-auth.session-token**: keeps you signed in to the Studio. Set only after you log in, sent only to pollslive.com itself, never to its subdomains. Expires when your session ends.
- **__Host-next-auth.csrf-token** and **__Host-next-auth.callback-url**: protect sign-in against cross-site request forgery and return you to the right page after you sign in. Set when you sign in or out, not while you only browse public pages. Session-length.
- **pollslive_voter**: prevents the same person voting twice on a poll without forcing anyone to create an account. HttpOnly and signed; it holds a random identifier and no personal data. Lasts 12 months.
- **pl_access_<poll id>**: set only when you enter the correct PIN for a PIN-protected poll, so you are not asked again on every page view. HttpOnly and signed, scoped to that one poll. Lasts 30 days.

- **NEXT_LOCALE**: a preference cookie that remembers which of our eight languages to serve you. It holds nothing but a language code such as "en" and is never used for analytics. Set for up to 12 months when you pick a language yourself; set for the browser session only when your browser asks for a language other than the one we are serving, so the site stays in one language as you move between pages.
- **nextauth.message**: a short-lived browser storage value used to show sign-in status messages across page loads. Not used for analytics.
- **cf.turnstile.u**: set by Cloudflare Turnstile on pages that show a bot check (for example the contact form). Distinguishes humans from bots. Persistent HTML storage on challenges.cloudflare.com.

3. Local storage

We use browser local storage, not cookies, for a small number of on-device settings. None of it is sent to a third party or used to profile you. It falls into four groups. **Your choices**: your cookie-consent decision, and a separate record of whether you agreed to let the Pulse AI assistant send your chat messages to our AI provider (decline and Pulse AI answers from a static list instead). **Poll progress**: a client-side "you already voted" flag, answers you have typed into a survey, a guest identifier, and any answers not yet delivered, all used to render the right screen and to avoid losing your input if the connection drops. **Poll progress** also covers your editing work: a draft deck you started before signing in, and changes to a deck you are editing that have not reached our servers yet, so they are not lost if the connection drops or your sign-in expires. They are removed once saved and expire after 7 days (24 hours for a draft started before signing in). **Display preferences**: the nickname you type when joining a live session, onboarding progress, and notices you have dismissed. **Session storage**, cleared when you close the tab: a live-session host token and demo state. Duplicate-vote protection runs on our servers and does not rely on any of this, so clearing your browser storage does not reset it.

4. Infrastructure & payment cookies

A small number of our processors may set their own cookies, or receive a request from your browser, on pollslive.com. None is used by us for advertising or cross-site tracking:

- **Cloudflare**: our CDN and bot protection may set **__cf_bm** (bot management, around 30 minutes) and **cf_clearance**, which records that your browser passed a Cloudflare security check and can last up to a year. **cf_clearance** can be set on your first visit to any page, not only where a Turnstile challenge is shown before voting. These are strictly necessary security cookies: they distinguish humans from automated traffic and protect polls from vote manipulation. Cloudflare does not use them to profile visitors.

- **Whop**: our Merchant of Record. When a workspace admin opens the billing page, Whop's embedded checkout runs in an iframe and sets its own cookies to carry the payment session. These are governed by Whop's privacy policy and are set only on the billing page, never on public poll or marketing pages.
- **YouTube**: a poll can include a video block. We use the no-cookie player domain, but opening a poll that contains one still sends a request to Google to fetch the thumbnail and player, which reveals your IP address to Google. Polls without a video block make no such request.

A full list of our processors, what each handles and where it is located, is on our Sub-processors page.

5. Analytics (consent)

We use analytics to understand how the Service is used and improve it, and one attribution pixel to learn which channel brought a paying customer. All of them run only with your consent:

- **Cloudflare Web Analytics**: privacy-first page-view measurement. No cookies and no client-side state.
- **Whop Pixel**: attribution for Whop, our merchant of record. Once you accept analytics it loads a script from t.whop.tw that reports page views and, after a purchase, which page or campaign led to it, so we can tell which Whop ads or affiliate links work. It may store an identifier in your browser so that a later purchase can be matched to the visit. It is not injected into the page before you accept analytics, and rejecting analytics keeps it off.
- **Cloudflare Zaraz**: not used. Zaraz is disabled for pollslive.com, so it does not set cookies or load tags on this site.

Cloudflare Web Analytics and the Whop Pixel **do not run** until you accept analytics in the consent banner: they are not injected into the page at all before then, so nothing is requested and nothing is collected. The security cookies set by our CDN, listed in the previous section, are strictly necessary and are not affected by this choice. We use no advertising or third-party marketing cookies beyond the consented Whop Pixel described above.

6. Managing your choice

You can change your decision at any time, and withdrawing consent is as easy as giving it. Opening the settings below re-displays the consent banner, where you can accept or reject non-essential analytics. Your choice is stored on your own device for 12 months, after which we ask again; clearing your browser data makes the banner appear sooner.

Your privacy choices - re-open the cookie banner.

You can also block or delete cookies through your browser settings. Blocking strictly necessary cookies may stop parts of the Service from working.

7. Changes

We may update this Cookie Policy as our use of cookies evolves, for example if we add a processor or retire a tool. Material changes will be posted here with a revised "Last updated" date, and where the change introduces a new non-essential technology we will ask for your consent again before it runs.

8. Contact

Questions about cookies? support@pollslive.com or use our contact form. See also our Privacy Policy and Sub-processors list.