TRANSPARENCY & DIGITAL PREFERENCES

FONEZONE

Cookie Policy

Effective Date: November 17, 2026
Contact: info@fonezone.nl
Web: fone-zone.dev

Cookie Summary: Fonezone uses cookies and similar local storage technologies to ensure our website functions smoothly, remember your preferred language (Dutch or English) and store location, and analyze website performance in a privacy-friendly manner in accordance with Dutch telecommunications law and the GDPR (AVG).

1. What Are Cookies?

Cookies are small text files stored on your computer, smartphone, or tablet when you visit **fone-zone.dev**. They allow our website to recognize your device, keep your repair booking steps intact, and remember your preferences during and between visits.

2. Types of Cookies We Use

We categorize the cookies used on our platform into three clear groups:

Category	Purpose & Functionality	Consent & Duration
Strictly Necessary *(Functional)*	Essential for core website operations, security, bilingual language switching (NL/EN), and preserving your selections in the repair wizard or refurbished device filters.	**Always Active** Session to 30 days
Preferences *(Store & UI)*	Remembers your preferred Fonezone store location (Tiel, Veenendaal, or Den Bosch) and cookie consent choices so you do not have to re-select them on every visit.	**Consent / Functional** Up to 6 months
Analytical *(Performance)*	Collects anonymized statistics on page views, loading speed, and popular repair models so we can improve navigation and website usability.	**Privacy-Friendly / Consent** Up to 12 months

3. Specific Functional Storage Used

- **Language Preference (`fz_lang`):** Stores whether you browse our site in Dutch (NL) or English (EN).
- **Preferred Store Branch (`fz_store`):** Keeps track of your selected store in Tiel, Veenendaal, or Den Bosch when checking stock or booking a repair.
- **Cookie Consent Status (`fz_cookie_consent`):** Records your cookie preferences so the consent banner does not reappear unnecessarily.
- **Staff Portal Session (`fz_session`):** Strictly authenticated session token used exclusively when authorized Fonezone staff log into the internal portal.

4. Third-Party Services & Embedded Content

Certain features on our website—such as interactive store route links to Google Maps or secure payment gateways—may set functional cookies from those respective service providers when you interact with them. Fonezone does not use invasive cross-site advertising trackers or sell browsing data to third-party ad networks.

5. Managing or Deleting Cookies

You remain in full control of your cookie settings at all times:

- **On Our Website:** You can adjust or withdraw your cookie preferences at any time via the cookie settings link in our website footer.
- **In Your Browser:** You can configure your web browser (Chrome, Safari, Firefox, Edge) to block all cookies, accept only first-party cookies, or delete existing cookies automatically when closing your browser. Please note that disabling strictly necessary cookies may affect the repair booking wizard.

6. Updates to This Cookie Policy

Fonezone may update this Cookie Policy from time to time to reflect changes in our website features or applicable Dutch and European regulations. The effective date at the top of this document indicates when it was last revised.

7. Contact & Store Locations

If you have any questions about how Fonezone uses cookies or handles digital privacy, please reach out to our team at **info@fonezone.nl** or contact our main branch:

Branch	Address	Direct Phone
Fonezone Tiel	Santwyckse Poort 2, 4001 PC Tiel	0344 - 785 608
Fonezone Veenendaal *(Head Office / Manager)*	Hoofdstraat 10, 3901 AL Veenendaal	0318 - 309 620
Fonezone Den Bosch	Burgemeester Loeffplein 2, 5211 RX 's-Hertogenbosch	073 - 785 1244