Cookies Policy

Effective Date: 13 June 2026
Last Updated: 13 June 2026

This Cookies Policy explains how **NKLINE Technology Services Private Limited**, operating the platform known as **NDTDESK** ("NDTDESK", "we", "us", or "our"), uses cookies and similar technologies on our website and application.

This Cookies Policy applies to the website **www.ndtdesk.app**, the NDTDESK application, and related online services.

This policy should be read together with our **Privacy Policy** and **Terms of Service**.

1. What Are Cookies?

Cookies are small text files placed on your browser or device when you visit a website or use an online service.

Cookies help websites and applications function properly, maintain login sessions, remember user choices, improve security, and support the operation of the platform.

Cookies may be:

1. **Session cookies** — deleted when you close your browser or when the session expires;
2. **Persistent cookies** — remain on your device for a defined period or until deleted;
3. **First-party cookies** — set by NDTDESK;
4. **Third-party cookies** — set by service providers used by NDTDESK.

2. Why We Use Cookies

NDTDESK uses cookies mainly for authentication, session management, account access, and "remember me" functionality.

We use cookies and similar technologies for the following purposes:

1. To allow users to sign in securely;
2. To maintain authenticated sessions;
3. To support "remember me" login behavior where selected by the user;
4. To protect user accounts and platform access;
5. To manage session expiry;
6. To support platform security and stability;

7. To enable basic platform functionality.

We do not sell personal data through cookies.

3. Types of Cookies We Use

3.1 Strictly Necessary Cookies

Strictly necessary cookies are required for NDTDESK to operate properly. These cookies enable core functions such as login, authentication, account access, session management, security, and platform operation.

Without these cookies, users may not be able to log in, access secure areas, or use the application properly.

Examples of strictly necessary cookies used by NDTDESK may include authentication and session cookies managed through NextAuth or similar authentication technology, such as:

- `next-auth.session-token`
- `__Secure-next-auth.session-token`

These cookies may contain or reference session-related information required to maintain secure access, such as user identity references, account type, role, company or authority scope, session status, and session expiry configuration.

These cookies do not intentionally store passwords, full payment card details, or full invoice documents.

Because these cookies are necessary for the operation of the platform, they cannot be disabled through NDTDESK cookie settings. Users may block them through browser settings, but doing so may prevent the platform from working correctly.

3.2 Remember Me Cookie

NDTDESK may use a “remember me” cookie or similar mechanism when a user chooses the “remember me” option during login.

This functionality allows the user session to remain active for a longer period than a normal login session.

At present, session expiry may be configured as follows:

1. If “remember me” is selected, the session may remain active for up to **7 days**;
2. If “remember me” is not selected, the session may expire after approximately **30 minutes**.

The exact session duration may vary depending on platform configuration, security requirements, or future updates.

Users should avoid selecting “remember me” on shared, public, or untrusted devices.

3.3 Functional Cookies

Functional cookies may be used to remember user choices or preferences that improve the user experience.

These may include:

- Login preference;
- User interface preference;
- Previously selected settings;
- Other application-related preferences.

If these cookies are disabled, some preferences may not be remembered.

3.4 Analytics Cookies

At present, NDTDESK does not intentionally use Google Analytics or similar analytics cookies in the active application unless such tools are separately implemented.

If analytics cookies are introduced in the future, this Cookies Policy will be updated, and where required by applicable law, user consent will be obtained before non-essential analytics cookies are used.

3.5 Marketing or Targeting Cookies

At present, NDTDESK does not intentionally use advertising, remarketing, or behavioral targeting cookies on the platform.

If marketing or targeting cookies are introduced in the future, this Cookies Policy will be updated, and where required by applicable law, user consent will be obtained before such cookies are used.

3.6 Payment and Subscription-Related Cookies

When users access billing, checkout, subscription, or payment-related functions, third-party payment service providers such as Paddle may use cookies or similar technologies to process payments, prevent fraud, manage billing, and support tax or invoice-related requirements.

These cookies are controlled by the relevant payment service provider and are subject to its own privacy and cookie policies.

3.7 Communication and Support-Related Cookies

Where NDTDESK uses communication, customer support, email, CRM, or operational tools such as Zoho or similar service providers, cookies or similar technologies may be used by those providers to support communication, inquiry handling, support workflows, or service-related operations.

These cookies may be controlled by the relevant third-party service provider and are subject to its own privacy and cookie policies.

4. Third-Party Cookies

Some cookies may be placed by third-party service providers that support NDTDESK.

These may include providers used for:

1. Authentication;
2. Payment processing;
3. Email and communication tools;
4. Customer support;
5. Hosting and infrastructure;
6. Security and platform operations.

Third-party cookies are controlled by the relevant third-party provider. NDTDESK does not control how third-party providers operate their own cookies.

5. Managing Cookies

Users can manage cookies through their browser settings.

Most browsers allow users to:

1. View stored cookies;
2. Delete cookies;
3. Block cookies from specific websites;
4. Block all cookies;
5. Receive alerts before cookies are stored.

If users block strictly necessary cookies, some parts of NDTDESK may not function correctly, including login, account access, session management, and secure platform features.

6. Cookie Consent

Strictly necessary cookies are required for the operation of the website and application and do not require separate consent where they are essential to provide the service requested by the user.

Where required by applicable law, NDTDESK will request consent before using non-essential cookies such as analytics, marketing, remarketing, or behavioral targeting cookies.

Users may withdraw or change cookie consent where a cookie preference tool is available.

7. Security Note

Cookies used for authentication and session management are important for account security.

Users should:

1. Keep their login credentials confidential;
2. Avoid using “remember me” on shared, public, or untrusted devices;
3. Log out after using shared devices;
4. Clear browser cookies if they suspect unauthorized account access;
5. Contact NDTDESK if they believe their account has been compromised.

8. Changes to This Cookies Policy

We may update this Cookies Policy from time to time to reflect changes in cookies, technologies, service providers, legal requirements, or business operations.

The updated version will be posted on our website with the revised “Last Updated” date.

Continued use of NDTDESK after changes are posted means that users accept the updated Cookies Policy, unless applicable law requires additional consent.

9. Contact Us

For questions about this Cookies Policy, contact us at:

NKLINE Technology Services Private Limited
13/2958-33, Admanathasamy Nagar North,
Pattinamkathan, Ramanathapuram,
Tamil Nadu, India - 623503

Email: **contact@ndtdesk.app**