Cookie policy

MedAdmin · Version 2.1 · effective from 11 November 2026

1. Summary

- We use **only strictly necessary cookies**: the session, protection against forged requests, "remember me" and the trusted device for two-factor authentication.
- Display preferences (theme, menu, columns) are kept in the **browser's local storage**, are not sent to the server and do not identify you.
- **We do not use** advertising cookies, cross-site tracking cookies or third-party analytics tools (Google Analytics, Meta Pixel, etc.). Our usage statistics use no cookies.
- That is why we do not display a consent banner: strictly necessary cookies do not require one (Article 4(5) of Law 506/2004 on electronic communications).

2. What cookies and local storage are

Cookies are small files that a website saves in the browser and that the browser sends back with every request. Local storage (localStorage and sessionStorage) is an area of the browser in which the page keeps information without automatically sending it to the server; sessionStorage is cleared when the tab is closed.

3. Where this policy applies

This policy applies to the medadmin.ro website, the practices' platform (each practice's subdomain), the practices' public pages (online booking, confirmations, questionnaires), the patient portal pacient.medadmin.ro and the window of the MedAdmin desktop application, which displays the platform. Cookies are bound to the domain visited ("host-only") and are not shared between subdomains.

4. Cookies used

Name	Purpose	Type	Duration
`medadmin_lite_session`	maintains the session (sign-in, forms, sign-up steps, visit source)	strictly necessary; HttpOnly, Secure, SameSite=Lax	8 hours from the last activity
`XSRF-TOKEN`	protection against cross-site request forgery (CSRF)	strictly necessary; Secure, SameSite=Lax; read by the page in order to send it back	same as the session
`remember_web_…`	keeps you signed in only if you tick „Ține-mă minte” (Remember me)	strictly necessary, enabled by you; HttpOnly	until sign-out, at most 400 days
`ma_2fa_…`	remembers, at your request, that this browser is trusted, so that you are not asked for the two-factor authentication code at every sign-in; the value is signed and bound to your account	strictly necessary, enabled by you; HttpOnly, Secure, SameSite=Lax	30 days

The name of the session cookie derives from the application name; if it changes, we update the table.

5. Browser local storage

Key	Where	Purpose	Duration
`appearance`	platform, portal	the chosen theme (light, dark, system)	until you delete it
`medadmin.sidebar.collapsed`	platform	side menu collapsed or expanded	until you delete it
`medadmin.panou.deschise`	platform	the open sections of the main dashboard	until you delete it
`medadmin.patients.columns`	platform	the columns shown in the patient list	until you delete it
`medadmin:demo-tour:…`	demo practices	progress of the guided tour	until you delete it
`medadmin.pwa.dismissed`	platform	the date on which you closed the prompt to install the app	until you delete it
`medadmin.2fa.banner.dismissed.…` (sessionStorage)	platform	you closed the banner recommending two-factor authentication	until you close the tab
`medadmin.q.…` (sessionStorage)	the questionnaire sent to the patient by link	the answers filled in, so that they are not lost if the page reloads; deleted on submission	until submission or until you close the tab

The platform also uses a "service worker", which keeps on the device only the application's static files (scripts, logos, fonts) and the "Fără conexiune" (No connection) page. **Pages containing data, server responses and patient files are not cached.**

6. Third-party cookies

6.1. No third-party scripts or cookies are loaded on MedAdmin pages.

6.2. When you pay for the subscription or make a payment to a practice, you are redirected to the Stripe page (checkout.stripe.com). There Stripe uses its own cookies, necessary for the payment and for fraud prevention, in accordance with Stripe's policy (stripe.com/cookie-settings). They belong to the Stripe domain, not to MedAdmin.

7. Usage statistics

We measure use of the platform with our own tool, without cookies and without persistent identifiers: the browser sends events (for example "page viewed" with the address pattern, without parameters), each with its own random identifier. Events contain no name, phone, email, personal identification number (CNP) or free text. Details in the Privacy Policy, section 4.

8. Mobile apps

The MedAdmin Doctor and MedAdmin Pacient apps do not use tracking cookies. The data saved on the phone is described in their policies: MedAdmin Pacient, MedAdmin Doctor.

9. How to control them

You can delete or block cookies and local storage from the browser settings. If you block strictly necessary cookies, you will not be able to sign in. Clearing local storage only resets display preferences.

10. Changes and contact

If we ever introduce cookies that are not strictly necessary, we will use them only after obtaining your consent through a banner, and we will update this policy. The website, the platform and the portal are operated by Alucard Limited, UBI 81569528, Unit B, 11/F, 23 Thomson Road, Wan Chai, Hong Kong SAR China. Questions: gdpr@medadmin.ro.