



COOKIES AND DEVICE STORAGE

Cookie Policy

A clear explanation of the essential cookies and similar storage used by the MotorRelay website and mobile apps.

Cookie Policy

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In short: MotorRelay currently uses only the cookies and similar device storage needed to provide, protect and remember the service. We do not currently use advertising cookies. If we introduce optional analytics or advertising technologies, we will ask for the choice required by law before using them.

1. About this policy

This policy explains how MotorRelay Limited uses cookies and similar technologies on the MotorRelay public website, account website and mobile apps. It should be read with our Privacy Policy.

Questions can be sent to support@motorrelay.com.

2. What cookies and similar technologies are

Cookies are small files saved on a phone, tablet or computer when someone visits a website. Similar technologies include browser storage, app storage and secure storage. They can remember a sign-in, protect an account, retain unfinished wizard details or keep an active journey working. A run saved to the dealer's MotorRelay account is stored on MotorRelay's systems rather than being a cookie.

The same legal rules can apply whether information is held in a traditional cookie or another form of storage on a device.

3. How MotorRelay uses them

We use essential storage to:

- keep an authorised user signed in and protect their session;
- recognise an installation for notifications and security;
- save unfinished run-wizard details on that device so work is not lost;
- remember which notifications have already been seen;
- support collection checks and an active live-location journey; and
- recover safely when the app or website has been updated.

These uses are necessary to provide features requested by the user or to keep the service secure. They are not used to build advertising profiles.

4. Essential cookies and storage

Name or category	What it does	How long it lasts
MotorRelay sign-in and session storage	Keeps an authorised user signed in, links activity to the correct account and protects the session.	Until the user signs out, the session expires, or the app or browser storage is cleared.
Security and request-protection cookies	Helps confirm that requests are genuine and protects the service against misuse.	Normally for the active session; a server session may last up to 2 hours after inactivity.
Device installation identifier	Recognises the app or browser installation so notifications and device security controls work correctly.	Until the app is removed or its storage is cleared.
Run-wizard storage	Retains unfinished dealer form details on that device so they can be completed later. A run deliberately saved to the dealer account is stored separately on MotorRelay's systems.	Until the wizard is completed, cleared or the app or browser storage is cleared.
Notification history	Remembers recently seen notification identifiers so they are not repeatedly presented as new.	Until replaced by newer entries or the app or browser storage is cleared.
Collection and journey storage	Supports a pickup-location check, stores the active tracking session and temporarily queues journey points if the connection is unavailable.	Pickup checks last for the browser session. Active journey information is cleared when tracking ends; queued location points are retained only as needed for delivery and recovery.
Update-recovery storage	Prevents repeated reloads while the website changes to a newly published version.	For the current browser session.

Some labels shown by a browser or device may be shortened or changed as MotorRelay is updated. We review this table when the service changes.

5. Mobile apps

The MotorRelay iOS and Android apps use secure or local app storage for the same essential purposes. Mobile operating systems also control permissions such as notifications, camera and location. A user can review these permissions in the phone settings.

Live location begins only when the driver starts the relevant journey feature and grants the required permission. The Privacy Policy explains why location is collected, who can see it and how long journey records are retained.

6. Services provided by other companies

MotorRelay uses trusted services to provide certain features. For example, Stripe handles payment pages, Google provides map and navigation features, and app stores distribute the mobile apps. When a user opens one of those services, that company may place its own essential or optional cookies under its own policy.

MotorRelay does not control storage placed directly on a third party's separate website or app. Users should review the choices and privacy information shown by that provider.

7. Optional analytics and advertising

MotorRelay does not currently use cookies for behavioural advertising. We also do not place optional analytics cookies before obtaining any consent required by law.

If this changes, we will update this policy and provide a clear choice before optional storage is used. Refusing optional cookies will not prevent access to the core service.

8. Choices and controls

Essential storage cannot be switched off through a cookie preference tool because the requested service may not work safely without it. A user can sign out, clear website or app data, remove the app, or use browser controls to delete stored information. Blocking all cookies may prevent sign-in, payments or other account features from working.

If optional technologies are introduced, users will be able to reject them and change their choice as easily as they gave it.

9. Changes to this policy

We may update this policy when our service, suppliers or legal duties change. The updated version will show a new date. Where a material change affects a user's choices, we will provide an appropriate notice.

10. Contact

For questions about cookies, device storage or personal information, email support@motorrelay.com. The Privacy Policy explains how to use data-protection rights and how to complain to the Information Commissioner's Office.