Cookie Policy

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Issued by	Goalbi LLC, 4600 South Pinnacle Hills Pkwy., Rogers, AR 72758, United States
Website	pivotitacademy.com
Contact	support@pivotitacademy.com

This Cookie Policy explains how pivotIT Academy uses cookies and similar browser-storage technologies, the purpose of each, and the choices available to you. It supplements, and should be read together with, the pivotIT Academy Privacy Policy.

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1. SCOPE AND DEFINITIONS

1.1 This Cookie Policy (this **"Policy"**) is issued by Goalbi LLC (**"Goalbi," "we," "us,"** or **"our"**) and applies when you visit or use pivotIT Academy at pivotitacademy.com, including the website, student portal, enrollment and checkout, public chat, and related online services (together, the **"Service"**).

1.2 This Policy forms part of the pivotIT Academy Privacy Policy (the **"Privacy Policy"**), which describes our wider handling of personal information. Capitalized terms not defined in this Policy have the meanings given in the Privacy Policy or the pivotIT Academy Terms of Service.

1.3 In this Policy:

(a) a **"cookie"** is a small text value that a website asks your browser to store and to return with later requests to that website;

(b) **"local storage"** is browser storage that keeps limited information on your device until it is cleared, without sending it automatically with each request;

(c) **"session storage"** is browser storage that keeps limited information for a single browser tab or session and is normally removed when that tab or session ends; and

(d) **"first-party"** technologies are those set by pivotIT Academy itself, as distinct from technologies set by other services.

2. OUR APPROACH

2.1 pivotIT Academy uses cookies and browser storage narrowly. Each technology is used only for the function it supports. Some are needed when you use a protected feature or a feature

you expressly request, such as signing in, paying, or using chat; others are used only to remember a preference. pivotIT Academy does not treat every cookie as strictly necessary for every visitor.

2.2 pivotIT Academy does not use cookies or browser storage for third-party behavioral advertising or cross-context behavioral tracking.

3. FIRST-PARTY COOKIES

3.1 Depending on how you use the Service, pivotIT Academy may set the following first-party cookies. They contain random identifiers or settings, not your name or profile details.

Cookie	Category	Purpose	Duration
.GoalbiAcademy.Session	Authentication	Keeps a signed-in Student signed in to the student portal; set only when you sign in and use protected student features	Until sign-out, a period of inactivity, or at most 24 hours
.GoalbiAcademy.Antiforgery	Security	Protects enrollment, payment, and other protected actions by preventing other websites from submitting requests in your name	Browser session
goalbi_cookie_preferences	Choice record	Records the choices you make in Cookie Settings; contains no advertising identifier	1 year
goalbi_lang	Preference	Remembers whether you chose English or Portuguese, where you permit preference storage	1 year
goalbi_chat	Chat continuity	Allows your browser to return to your own public-chat conversation; set only if you choose to use chat	7 days
goalbi_announcement_closed	Requested feature	Keeps the promotional announcement bar closed after you close it; set only if you close it	Browser session

3.2 Staff and administrative accounts use separate security cookies for the administration area. Those cookies are not set for visitors or Students unless they use an administrative account.

4. BROWSER LOCAL STORAGE

4.1 If you use public chat, pivotIT Academy stores the following items in your browser's local storage. They are not cookies.

(a) goalbi-chat-intro-seen records whether the chat introduction has already been shown;

(b) goalbi-chat-attention-sound-seen records whether the one-time chat attention sound has already been played;

(c) goalbi-chat-sound-muted records whether you have muted chat sounds; and

(d) goalbi-chat-read-through records the point to which chat messages have been displayed as read.

4.2 These items hold chat interface settings and read status only. They do not contain chat messages, your name, email address, password, authentication credentials, or chat access tokens. The conversation itself is kept in pivotIT Academy's system; the separate goalbi_chat cookie described in Section 3 is what allows your browser to return to it. The items remain until you clear your browser's site data; clearing them may reset the chat introduction, sound settings, and read markers.

5. BROWSER SESSION STORAGE

5.1 During enrollment, pivotIT Academy uses temporary browser session storage to preserve an enrollment draft, so that your progress is not lost if the page is refreshed. The draft may include the Course details and the account details needed to continue enrollment. Passwords are removed and are not stored in the draft.

5.2 The enrollment draft is removed when a new enrollment is started, and the browser normally removes session storage when the tab or browser session ends. While you complete an assessment, your answers in progress may also be kept temporarily in session storage, so that they are not lost if the page is refreshed; they are removed when the tab or browser session ends.

6. COOKIES SET BY OTHER SERVICES

6.1 Certain third-party services used with pivotIT Academy may set or read their own cookies or similar technologies when you use them. Those technologies are governed by the providers' own terms and privacy notices, and pivotIT Academy does not control them.

6.2 **Stripe and PayPal.** At the payment step, Stripe and PayPal may set cookies or use similar technologies for payment security, fraud prevention, authentication, and transaction processing. pivotIT Academy does not use those provider technologies for its own advertising.

6.3 **Zoom and WhatsApp.** When you follow a Zoom class link or use WhatsApp for Class communications, Zoom and WhatsApp may set or use cookies and similar technologies on their own websites and applications.

7. ANALYTICS AND ADVERTISING

7.1 pivotIT Academy does not currently use third-party web analytics, advertising cookies, tracking pixels, or technologies for behavioral or cross-context behavioral advertising.

7.2 pivotIT Academy may publish organic or paid promotional content on its own official social-media accounts. The use of an identifiable Student in a class-recording excerpt is governed by the separate, optional Promotional Media Consent described in the Class Recording and Media Consent Notice. Such promotional content does not involve pivotIT Academy placing advertising cookies or tracking technologies on your device.

7.3 If pivotIT Academy's use of analytics, advertising cookies, or tracking technologies changes materially, we will update this Policy and any applicable cookie choices.

8. COOKIE SETTINGS

8.1 pivotIT Academy provides a Cookie Settings control through which you can manage optional preference storage. Cookies that are needed to maintain security, authenticate your account, record your cookie choices, or provide a feature you have expressly requested remain in use as necessary for that purpose.

8.2 In particular, you may choose whether pivotIT Academy remembers your interface-language preference across visits. If you do not permit this, you can continue to use the Service, but you may need to select your language again on a later visit.

8.3 The chat cookie is set only if you choose to use public chat and is used solely to let your browser return to that conversation. It is not needed for ordinary browsing.

8.4 You may reopen Cookie Settings from the pivotIT Academy website at any time to review or change your choices. A change applies from the time it is made and does not affect processing carried out while the earlier setting was in effect.

9. BROWSER CONTROLS

9.1 Most browsers allow you to inspect, block, or delete cookies and browser storage. If you do so, parts of the Service may behave differently:

(a) blocking the authentication or security cookie may prevent sign-in and protected enrollment and payment actions;

(b) blocking or deleting the language cookie means your language choice may not be remembered across visits;

(c) blocking or deleting the chat cookie may prevent chat from continuing across visits or devices;

(d) clearing local storage may reset the chat introduction, sound settings, and read markers; and

(e) clearing session storage may remove an in-progress enrollment draft or unsaved assessment answers for that browser session.

9.2 Blocking one technology does not necessarily prevent unrelated parts of the Service from working.

10. CHANGES TO THIS POLICY

10.1 We may amend this Policy when the Service, our providers, or applicable requirements change. We will publish the amended Policy with a revised “Last Updated” date. Where a material change requires a new cookie choice, pivotIT Academy may ask you to review your preferences again.

11. CONTACT

11.1 Questions about cookies, browser storage, or privacy may be directed to:

Goalbi LLC
4600 South Pinnacle Hills Pkwy.
Rogers, AR 72758
United States

Email: support@pivotitacademy.com
Website: pivotitacademy.com