

Cookies & Similar Technologies

This Cookies Policy explains how Salix Monitor 360 and Willow Software use cookies and similar technologies on the marketing site and within the monitoring app.

Last updated: 23 August 2026

1. What are cookies?

Cookies are small text files that are stored on your device when you visit a website. They allow a site to recognise your browser and remember information about your visit - for example, your preferences, session state or items you have interacted with.

Similar technologies (such as local storage, session storage and certain types of scripts) can serve a comparable purpose. For simplicity, all of these are referred to as “cookies” in this policy.

2. How cookies are used

Salix Monitor 360 aims to be privacy-first and to keep cookie usage to a practical minimum. Cookies and similar technologies are used in two main places:

- The public marketing site (salixmonitor360.je and related pages);
- The Salix Monitor 360 app, where registered users log in and manage monitoring.

Cookies are used to:

- Keep you signed in securely to the Salix Monitor 360 app;
- Maintain basic session state as you move between pages;
- Remember preferences, such as chosen theme (light/dark) or certain UI filters;
- Collect anonymised, privacy-respecting usage statistics to understand which pages are helpful and where the experience can be improved.

Cookies are not used for invasive tracking, third-party advertising or building detailed behavioural profiles.

3. Types of cookies in use

3.1 Strictly necessary cookies

These cookies are essential for the website or app to function correctly and cannot be disabled through the service. They are usually set in response to actions such as logging in, setting privacy preferences or filling in forms.

Examples include:

- Session cookies that keep you authenticated in the Salix Monitor 360 app;
- Security cookies used to prevent fraudulent logins or cross-site request forgery;
- Basic load-balancing or routing cookies (where used).

3.2 Functional / preference cookies

These cookies allow the website or app to remember choices you make (such as language, theme or certain UI options) and provide enhanced, more personal features.

Examples include:

- Remembering your preferred colour theme (light or dark);
- Remembering the organisation or view you last selected within the app;
- Preventing repeated display of the same notices once dismissed.

3.3 Analytics / performance cookies

Privacy-respecting analytics tools may be used to understand aggregate usage of the site - for example, which pages are most visited, how users navigate, and where errors occur.

These cookies generate statistics that help improve the site and app. They are not used to identify individual visitors for marketing purposes and, where possible, the configuration is designed to:

- Use aggregated and/or pseudonymised data;
- Avoid cross-site tracking or third-party advertising networks;
- Configure tools to store the minimum data necessary.

4. Cookies on the marketing site vs. the app

4.1 Marketing site (public pages)

On the public site (for example, /, /features, /pricing), cookies are limited mainly to:

- Essential security and load-balancing functions;
- Remembering cookie consent or dismissal of notices;
- Lightweight, aggregate analytics (where enabled).

4.2 Salix Monitor 360 app (logged-in users)

When you log into the Salix Monitor 360 app, additional cookies are required to maintain a secure session, remember your organisation context and improve usability.

Examples include cookies that:

- Track your authenticated session so you don't have to log in on every page;
- Remember which organisation or workspace you were last viewing;
- Persist certain UI options (for example, collapsed menus or table density).

These cookies are considered strictly necessary or functional for providing the service you have requested.

5. Third-party cookies

Third-party cookies are kept to a minimum. Limited third-party services may nevertheless be embedded or referenced from time to time (for example, a help widget or video hosted on an external service).

Where such services are used, they may set their own cookies. Those cookies are governed by the privacy and cookie policies of the relevant third party, not Willow Software. Review those policies before interacting with embedded third-party content.

6. Managing your cookie preferences

Most web browsers allow you to control cookies through their settings. You can configure your browser to:

- Block all cookies;
- Block cookies from specific sites;
- Delete cookies when you close the browser;
- Notify you when a cookie is set.

Please be aware that blocking or deleting certain cookies - especially strictly necessary cookies - may impact the functionality of the Salix Monitor 360 site or app. In particular, you may not be able to log in or remain signed in.

Guidance on managing cookies can typically be found in your browser's help section. You can also visit independent resources such as aboutcookies.org for more detailed instructions.

7. Legal basis for using cookies

Where cookies are strictly necessary to provide a requested service (for example, to maintain a secure signed-in session), the legal bases relied upon are legitimate interests and/or contractual necessity as the legal basis for using those cookies.

For cookies that are not strictly necessary (for example, certain analytics cookies on the marketing site), deployment follows applicable consent requirements and browser settings.

For more information about how personal data is handled, see the [Privacy Policy](#).

8. Changes to this Cookies Policy

This Cookies Policy may be updated from time to time, for example to reflect changes in technology, the cookies in use or legal requirements. The latest version is published on this page and shows the date of the most recent update.

Where changes are material, an additional notice may also be provided on the site or within the app.

9. Contact

Questions about cookie use or this Cookies Policy can be directed to:

Willow Software
Thrifty Hollow, Seven Oaks
St Brelade
Jersey JE3 8DN
Channel Islands

Email: graeme@willowsoftware.co.uk
Or use the contact form at salixmonitor360.je/contact.