

THE FRENCH CLINIC

COOKIE POLICY

Version 1.0	Effective Date May 2025	Applies To frenchclinic.com
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1. INTRODUCTION

This Cookie Policy explains how The French Clinic ("we", "us", "our") uses cookies and similar tracking technologies on our website at www.frenchclinic.com ("Website"). It describes what cookies are, the types we use, why we use them, and how you can manage or disable them.

This Policy is issued in compliance with: UAE Federal DecreeLaw No. 45 of 2021 on the Protection of Personal Data (PDPL); UAE Telecommunications and Digital Government Regulatory Authority (TDRA) regulations on electronic communications and tracking technologies; UAE Federal DecreeLaw No. 34 of 2021 on Combating Cybercrimes; and internationally recognised best practices for web privacy.

This Cookie Policy forms part of our Privacy Policy and our Terms of Use. By continuing to use our Website after viewing this Policy, you acknowledge that you have read and understood it. For cookies that require your consent, we will obtain that consent through a cookie consent mechanism on our Website before placing any nonessential cookies.

Health Data Firewall - Cookies

Cookies on www.frenchclinic.com collect website interaction data only. No clinical health data, patient records, or information entered into the appointment booking form or telemedicine platform is ever processed through cookies or shared with advertising networks. Patient health data is protected under the UAE PDPL and DHA standards.

2. WHAT ARE COOKIES & SIMILAR TECHNOLOGIES?

Cookies are small text files placed on your device (computer, tablet, or smartphone) when you visit a website. They allow the website to recognise your device and store certain information about your preferences or actions over a period of time.

TECHNOLOGY	DESCRIPTION
Cookies	Small text files stored on your device by a website. May be "session" (deleted when you close your browser) or "persistent" (remain on your device for a set period).
FirstParty Cookies	Cookies set directly by The French Clinic (frenchclinic.com) for our own operational and analytical purposes.
ThirdParty Cookies	Cookies set by external services integrated into our Website (e.g. analytics platforms, social media widgets). These are governed by the third party's own privacy policy.
Web Beacons / Pixels	Tiny invisible images embedded in web pages or emails that track whether a page or email has been opened, and the IP address of the device.
Local Storage	Browserbased storage that allows websites to store data locally on your device without an expiry date, unless cleared manually.
Session Storage	Temporary browserbased storage that clears automatically when you close your browser tab or window.

3. CATEGORIES OF COOKIES WE USE

The French Clinic uses the following categories of cookies on www.frenchclinic.com:

CATEGORY 1 - STRICTLY NECESSARY

Consent Required: No | Always Active

These cookies are essential for the basic functioning of our Website. Without them, the Website cannot operate correctly and services such as security and accessibility cannot be provided. These cookies are exempt from consent requirements under TDRA regulations as they are strictly necessary for the service you have requested.

CATEGORY 2 - FUNCTIONAL

Consent Required: Yes | Can be declined

These cookies enable enhanced functionality and personalisation on our Website. They may remember your language preferences, booking form inputs, or other choices you make. If you do not allow these cookies, some features may not function as intended but the Website will remain accessible.

CATEGORY 3 - ANALYTICS & PERFORMANCE

Consent Required: Yes | Can be declined

These cookies collect information about how visitors use our Website — which pages are visited most often, how long visitors stay, and whether any error messages are encountered. All data collected is aggregated and anonymised and is used solely to improve the performance and usability of our Website. These cookies do not identify you personally and never contain any health or clinical data.

CATEGORY 4 - MARKETING & SOCIAL MEDIA

Consent Required: Yes | Option only

These cookies are set by thirdparty social media and advertising services integrated into or linked from our Website, including Meta (Facebook). They may track your browsing activity across different websites to build a profile of your interests and serve relevant advertisements. These cookies are only placed if you explicitly consent via our cookie consent mechanism. Health data is never shared through these cookies.

Important: Health Data is Never Processed Through Cookies

The French Clinic's cookie infrastructure is strictly limited to website interaction data. Clinical information, patient health records, appointment booking details (name, phone, insurance, medical notes), and any information processed through our telemedicine platform are handled in dedicated, isolated systems that are completely separate from any cookie or tracking infrastructure. No health data is ever shared with analytics or advertising networks under any circumstances.

4. COOKIE INVENTORY

The following table lists the specific cookies currently in use on www.frenchclinic.com. This inventory is reviewed and updated at least annually. The category colour coding follows the scheme established in Section 3.

NECESSARY		FUNCTIONAL		ANALYTICS		MARKETING	
Cookie Name	Provider	Purpose	Duration	Category			
wordpress_logged_in_*	The French Clinic (WordPress)	Authenticates logged in WordPress users (admin/staff area). Not applicable to general visitors.	Session	NECESSARY			
wordpress_sec_*	The French Clinic (WordPress)	Security cookie — prevents crosssite request forgery (CSRF) attacks on the WordPress CMS.	Session / 1 year	NECESSARY			
wpsettings*	The French Clinic (WordPress)	Saves WordPress user interface settings for admin users.	Session	NECESSARY			
PHPSESSID	The French Clinic (Server)	Identifies the current user's browser session on the server. Essential for session continuity.	Session	NECESSARY			
cookie_consent	The French Clinic	Stores your cookie consent preferences so you are not shown the consent banner on every visit.	12 months	NECESSARY			
wplang	The French Clinic (WordPress)	Remembers your preferred language setting on the website (French, English, or Arabic).	1 year	FUNCTIONAL			
booking_form_data	The French Clinic	Temporarily saves partially completed booking form data to prevent data loss if the session is interrupted.	Session	FUNCTIONAL			
_ga	Google Analytics	Registers a unique ID to generate statistical data on how you use the website. Data is anonymised and aggregated.	2 years	ANALYTICS			
ga*	Google Analytics	Used by Google Analytics 4 to persist session state and track	2 years	ANALYTICS			

		page interactions in aggregate.		
_gid	Google Analytics	Registers a unique ID used to generate statistical data on how you use the website. Resets every 24 hours.	24 hours	ANALYTICS
_gat / _gat_*	Google Analytics	Throttles request rate to Google Analytics servers — limits data collection on hightraffic pages.	1 minute	ANALYTICS
_fbp	Meta (Facebook)	Used by Facebook to deliver and measure advertising. Tracks visits across websites that use Facebook services.	3 months	MARKETING
fr	Meta (Facebook)	Enables Facebook to deliver targeted advertising. Contains a browser and user identifier.	3 months	MARKETING
datr	Meta (Facebook)	Security and authentication cookie used by Facebook to identify browsers and prevent CSRF.	2 years	MARKETING

Note: Cookie names marked with * may vary with a suffix unique to your website installation or user session. Thirdparty cookie behaviour is subject to change by the respective provider. For the most current information, refer to the thirdparty privacy policies listed in Section 7.

5. LEGAL BASIS FOR COOKIE PROCESSING

The French Clinic processes data through cookies on the following legal bases under UAE Federal Decree Law No. 45 of 2021 on the Protection of Personal Data (PDPL):

COOKIE CATEGORY	LEGAL BASIS	NOTES
Strictly Necessary	Legitimate interests / Necessary for the service	Exempt from consent under TDRA regulations. Essential for website security and functionality.
Functional	Consent (option)	Placed only after you give consent via our cookie banner. You may withdraw consent at any time.
Analytics & Performance	Consent (option)	All analytics data is anonymised. Placed only after consent. You may opt out at any time via browser settings or Google Analytics optout.
Marketing & Social Media	Consent (option)	Placed only after explicit option. No health data shared. You may opt out at any time.

6. MANAGING YOUR COOKIE PREFERENCES

6.1 Cookie Consent Banner

When you first visit www.frenchclinic.com, you will be presented with a cookie consent banner that allows you to accept or decline nonessential cookies by category. You may change your preferences at any time by accessing the cookie settings link in the footer of our Website.

- Accepting all cookies enables all four categories and all features of the Website.
- Accepting only necessary cookies restricts the Website to essential functionality only.
- You may customise your consent by category using the cookie settings panel.
- Withdrawing or changing your consent does not affect the lawfulness of processing prior to withdrawal.

6.2 Browser Level Cookie Controls

All major web browsers allow you to control cookies through your browser settings. You can set your browser to refuse all or certain types of cookies, to alert you when a cookie is being set, or to delete cookies that have already been stored. The instructions for the most common browsers are as follows:

BROWSER	PATH TO COOKIE SETTINGS
Google Chrome	Menu (:) → Settings → Privacy and Security → Cookies and other site data
Mozilla Firefox	Menu (☰) → Settings → Privacy & Security → Cookies and Site Data
Apple Safari (macOS)	Safari → Settings → Privacy → Manage Website Data
Apple Safari (iOS)	Settings → Safari → Privacy & Security → Block All Cookies
Microsoft Edge	Menu (⋮) → Settings → Cookies and Site Permissions → Manage and delete cookies
Samsung Internet	Menu → Settings → Privacy → Smart Anti-Tracking / Cookie controls

Please note that restricting or deleting cookies may affect the functionality of our Website. Strictly necessary cookies cannot be blocked through our cookie consent mechanism as they are required for the Website to operate; however, you can block them through your browser settings, which may prevent the Website from loading correctly.

6.3 Opt Out Tools for Specific Third-Party Cookies

PROVIDER	OPTOUT TOOL	LINK
Google Analytics	Google Analytics Opt Out Browser Addon	tools.google.com/dlpage/gaoptout
Google (Ads/Targeting)	Google Ad Settings	adssettings.google.com
Meta / Facebook	Facebook Ad Preferences	facebook.com/adpreferences/ad_settings

7. THIRDPARTY COOKIES & SERVICES

Some cookies on our Website are set by third-party services that we use to improve functionality and measure Website performance. The French Clinic does not control these third-party cookies. Details of each provider's data practices are available through the links below.

PROVIDER	SERVICE	CATEGORY	PRIVACY POLICY
Google LLC	Google Analytics 4	Analytics	policies.google.com/privacy
Meta Platforms, Inc.	Facebook Pixel / Social Plugin	Marketing	facebook.com/policy.php
Automatic / WordPress.com	WordPress CMS Platform	Strictly Necessary	automattic.com/privacy

The French Clinic reviews its third-party service providers at least annually to ensure their data practices remain consistent with our obligations under the UAE PDPL. Where a third-party provider is a data processor acting on our behalf, we ensure an appropriate data processing agreement is in place.

8. COOKIES & HEALTH DATA PROTECTION

Given the sensitive nature of a healthcare website, The French Clinic applies the following specific safeguards to ensure that cookies never come into contact with clinical or health data:

- The appointment booking form, telemedicine platform, and patient portal are served from infrastructure that is technically isolated from the Website's analytics and marketing cookie environment.
- Analytics cookies (Google Analytics) are configured to anonymise IP addresses before any data is transmitted to Google's servers. No personally identifiable information (PII) is included in analytics events.
- Event tracking (if deployed) is limited to generic website interactions (e.g. page views, button clicks) and never captures form field contents, especially in the booking or telemedicine forms.
- Google Analytics and Meta Pixel are configured with data minimisation settings that exclude any healthcare related custom dimensions or user identifiers.
- No cookie or pixel is placed on pages within the telemedicine platform or patient portal, which operate as separate, DHA compliant secure environments.
- NABIDH and EHR data flows are entirely separate from the Website's cookie infrastructure and are not accessible to any web tracking technology.

UAE PDPL - Special Category Data

Health data is classified as special category personal data under UAE Federal Decree Law No. 45 of 2021 (PDPL) and requires the highest level of protection. The French Clinic's cookie architecture has been specifically designed to ensure that no special category health data is ever processed through cookies or shared with any third-party analytics, advertising, or tracking service.

9. DO NOT TRACK SIGNALS

Some browsers include a "Do Not Track" (DNT) feature that signals to websites that you do not want your online activity to be tracked. There is currently no universally agreed technical standard for responding to DNT signals under UAE law or TDRA regulations.

The French Clinic respects your privacy preferences. Where you have declined nonessential cookies through our cookie consent mechanism, or through your browser settings, we treat this as equivalent to a DNT preference and do not place analytics or marketing cookies on your device. The most reliable way to limit tracking on our Website is to use our cookie consent panel.

10. DATA RETENTION FOR COOKIE COLLECTED DATA

COOKIE CATEGORY	RETENTION PERIOD	NOTES
Strictly Necessary	Session or up to 1 year	Deleted when browser session ends or upon cache/cookie clearance.
Functional	Up to 1 year	Retained until you delete cookies or withdraw consent.
Analytics (Google Analytics)	Up to 2 years	Anonymised and aggregated data only. Data deleted on request.
Marketing / Social Media	Up to 3 months (Meta) / 2 years (Meta datr)	Subject to Meta's data retention policies.
Cookie Consent Record	12 months	Stored to avoid repeated consent requests; refreshed annually.

11. UPDATES TO THIS COOKIE POLICY

The French Clinic reviews this Cookie Policy at least annually and whenever:

- New cookies or tracking technologies are introduced on our website
- A third-party provider we use changes its cookie behaviour or privacy practices
- There are changes to UAE TDRA regulations, PDPL implementing regulations, or DHA digital health guidelines that affect our cookie practices

When we make material changes to this Policy, we will update the "Effective Date" at the top of the document and, where required, refresh your consent through the cookie consent banner. The current version is always available at www.frenchclinic.com/privacypolicy/ (linked from our cookie banner and website footer).

12. CONTACT US

For any questions, concerns, or requests regarding this Cookie Policy or our use of cookies, please contact us:

CONTACT METHOD	DETAILS
Privacy / Cookie Enquiries	privacy@frenchclinic.com
General Enquiries	reception@frenchclinic.com
Telephone	+971 (4) 429 8450
Address	The French Clinic, Dubai Healthcare City, District 1 Building 64, Al Razi - Block C/D, 3rd Floor, Clinic 3016 Dubai, United Arab Emirates
Website	www.frenchclinic.com
UAE Data Protection Authority	UAE Digital Economy Authority - digitaleconomy.gov.ae