PRIVACY CONTROLS

Cookie Policy

Review how Mendex handles essential and optional browser technologies on this website.

Last updated: 7 October 2026

COOKIE POLICY

01 1. Who we are

This website is operated by modeco GmbH under the mendex.ai brand, Weddigenufer 2, 32052 Herford, Germany, HRB 13134. Privacy enquiries can be sent to info@modeco.tech. This policy applies to this website and any other mendex.ai domains on which it is displayed.

02 2. What cookies and similar technologies are

Cookies are small text files stored by the browser. First-party technologies are set by mendex.ai; third-party technologies are provided by third-party service providers. Session storage normally ends when the browser session ends, while persistent storage remains for a defined period. The term local storage refers to browser storage that can persist without being a traditional cookie. Similar technologies can include scripts, pixels and device identifiers.

03 3. Why mendex.ai uses these technologies

mendex.ai uses storage in the Necessary category to remember consent choices, the Functional category to remember language choices and enable the optional support chatbot, and the Analytics category when analytics functionality is active to understand visits and improve content and usability. Marketing and external media categories are available for future integrations; however, no providers in these categories are currently active.

04 4. Current technology inventory

Name	Provider	Category	Purpose and data	Duration	Type / basis
mendex_cookie_consent	mendex.ai	Necessary	Stores the selected categories, consent version and choice date.	90 days	First-party local storage; necessary consent management
i18nextLng / preferredLanguage	mendex.ai	Functional	Stores the visitor's chosen English/German language when Functional is enabled.	Up to 90 days, or until deleted or consent is withdrawn	First-party local storage; consent
mendex_analytics_session_id	mendex.ai	Analytics	Pseudonymous session ID used with page path, title, referrer, device, language, timezone and approximate location data when available.	Up to 90 days, or until deleted or consent is withdrawn	First-party local storage; consent

05 5. Services and data recipients

Currently active recipients/services

When Analytics is enabled and analytics functionality is active, mendex.ai may receive visit information at its own analytics endpoint, including a pseudonymous session ID, page path, title, referrer, device, language, timezone and location data when available. If ipwho.is is used for location enrichment, it receives the visitor's IP address, while BigDataCloud, if used, receives latitude and longitude if browser location access has been granted. mendex.ai uses the results to derive approximate location information.

The chatbot contacts the mendex.ai AI endpoint only after Functional is enabled and the visitor interacts with it. mendex.ai receives the submitted message, recent conversation history and selected language. OpenAI processes message content and conversation context to generate replies and search embeddings; Pinecone receives the search embeddings to retrieve relevant support information.

Inactive/future integrations

Google Analytics, LinkedIn Insight Tag, HubSpot, YouTube and Calendly are not currently active and do not receive visitor data through these integrations. The consent mechanism can prevent future services from loading until the relevant consent has been given. These providers must be added to this inventory before use.

06 6. Transfers outside the EEA

Some service providers may process data outside the European Economic Area. Where required by applicable law, mendex.ai uses an applicable transfer mechanism and appropriate safeguards. Provider infrastructure and safeguards can change, so mendex.ai reviews this information when services are added or changed.

07 7. How to change or withdraw consent

Use “Cookie Settings” in the footer at any time to accept, reject or change optional categories. Withdrawing consent disables the relevant feature and removes the associated mendex.ai browser identifier where technically possible. The strictly necessary storage used to record your consent choice cannot be disabled through the settings because it records your choice.

08 8. Policy updates

mendex.ai may update this policy when technologies, providers or purposes change. Material changes that affect consent will trigger a new consent request. mendex.ai reviews the technical inventory after relevant changes to the website or deployed technologies.