

# OnceHub cookies

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How OnceHub uses cookies with our chatbots, routing forms, booking calendars, and booking pages.

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## Overview

While engaging with you through OnceHub, two cookies are added to the visitor's browser. They are saved locally to their device.

These cookies are intended to provide a positive experience to your visitors. One allows them to keep their conversation history during an active session. The other manages consent for capturing statistical data about returning visitors.

If the visitor revokes consent through a cookie banner, or cookies are turned off, no cookies or analytics will be generated.

## Details

| Cookie name     | Purpose                                    | Description   | Duration   |
|-----------------|--|---|------------|
| oh_conversation | Keeping track of conversation history      | Until the session expires, the visitor can idle or refresh the site without losing their conversation history.                                      | 30 minutes |
| oh_identify     | Analytics and anonymous contact identifier | Captures a visitor's consent for gathering statistical data.<br><br>Assigns a unique, anonymous contact ID to the visitor until the cookie expires. | 90 days    |

For more details on how we manage and protect your data, see our [data privacy](#) section and [cookie policy](#).