



Customer Data Retention Policy

Version 2.0

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Document Control

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2.0	01 Jun 2020	CEO

Change Control

Ver	Date	Changed by	Approved by	Change Description
1.1	15 Jan 2014	Raghavendra Sirsi	Vijay Krishna	Review and modification of the policy document in tune with SSAE 16 SOC 1 Type 2 audit requirements.
1.2	20 Jan 2015	Raghavendra Sirsi	Vijay Krishna	No Changes
1.3	13 Jan 2016	Raghavendra Sirsi	Vijay Krishna	No Changes
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2.0	1 Jun 2020	Raghavendra Sirsi	Srinivas Krishnaswamy	Review and update of policy to align with SOC 2 audit requirements.

1. Introduction

This data retention policy deals with the process of maintaining customer's data for a predetermined period. This policy describes different levels of retention based on the type of customers.

2. Objective

The objective of this policy is to ensure customer data is retained in accordance with SysCloud's business and customer requirements.

3. Scope

This policy will apply to all customers of SysCloud.

4. Policy Statement

This document shall address policies related to customer data retention.

4.1. Customer Data

SysCloud manages two types of customers,

- A. Trial Customers
- B. Paid Customers

A. Trial Customers

Customers can sign-up for a trial for some of our Services for a limited period. If the trial subscription is not converted to a paid subscription, the following email notifications are sent:

- a. Pre-expiry notification – Atleast 24 hours before expiry of trial subscription
- b. Trial subscription expiry notification – 24 hours post the expiry of trial subscription
- c. Account suspension notification – 5 days post the trial subscription expiry notification

If the subscription is still not converted to a paid subscription, we will commence the data deletion process 3 days post the account suspension notification.

The deletion process generally takes up to 2 months to completely delete the data from our servers.

B. Paid Customers

Active Subscription - The data of paid customers are retained in our servers as long as their subscription is active.

Cancel/Terminate Subscription - If the customer decides to cancel/terminate the subscription to our services during the subscription period, the customer must contact SysCloud support. On completion of internal checks, we will commence the deletion process after a 30-day grace period. The deletion process generally takes up to 2 months to completely delete the data from our servers.

Expired Subscription - If the subscription expires, an email intimation is sent to the customer to renew the subscription. If the subscription is not renewed within 30 days of intimation, another email notification will be sent to the customer regarding their account suspension. If the customer does not respond within 30 days to the suspension email notification, we will commence the data deletion process.

The deletion process generally takes up to 2 months to completely delete the data from our servers.

Expedited Deletion - Customers can contact SysCloud Support and request an expedited deletion process. After due verification, we would commence the deletion process and this process may take up to 30 days to completely delete the data from our servers.

4.2. **Customer Personal Information**

We collect the personal information that users provide voluntarily when they register online for any services or contact us expressing interest in our services. When users register with us for creating a user account (paid or trial), we require certain personal information such as user name, name of the organization, email id, contact number, and billing information.

SysCloud will continue to retain customer's personal information which is mandatory to comply with our legal obligations and other personal information for a minimum period of 2 years unless a user requests for earlier disposal.

4.3. **Exceptions to the Policy**

The retention period mentioned in this policy shall not be applicable in case of any legal/regulatory obligations on SysCloud to retain data for an extended period.

End of Document