

Data Retention Policy

Updated October 29, 2018

This data retention policy deals with the process of maintaining the customer's data for a predetermined period of time. This policy describes the different levels of retention based on the complexity of issues faced by customers in retaining their data.

SysCloud manages two types of customers,

1. Trial Customers
2. Paid Customers

Trial Customer

Once a customer creates a user account and logs in as a trial user, his login credentials will be valid only for 14 days. Within 14 days, the customer can perform a limited backup or migration of data.

The limitations for a trial user with respect to Domain Migration are as follows,

1. Free Data migration can be done for one user account.
2. Customers can migrate all emails, calendar events, documents, contacts, and sites for one user account.
3. Maximum of 5 GB data can be migrated.

The limitations for a trial user with respect to 'Backup' are as follows,

1. Free backup can be done for first 100 Users.
2. Backup first 100 user's data for the previous month.

After a duration of 14 days, the trial user will expire. The trial user's data will be available in the S3 server for a period of 5 months unless the customer deletes the data by themselves. After, the mentioned time period, the data of the trial customer from the S3 server and his user account from our application will be deleted without prior notification to the customer.

Paid Customer

The data of a paid customer will be permanently available in the S3 server as long as they renew the annual/monthly maintenance cost.

If a paid customer does not pay their monthly/annual maintenance cost, an Email notification will be sent to them.

If the customer does not respond back within 30 days after the email notification was sent, another email notification will be sent to the customer regarding suspension of his account from our application.

If the customer does not respond back within 30 days after the suspension email notification was sent, his/her account will be suspended on the 61st day.

If the customer does not revert back to us, even after the suspension of his account, on the 91st day the customer's account will be deleted from our application and his data will be deleted from the S3 server with prior notification email.

Customer Personal Information

SysCloud follows a standard retention period for retaining customer's personal information. We retain customer data only as long as is necessary. SysCloud may retain the customer's personal information for a minimum period of 2 years until individual consents for an earlier disposal.

We review all personal data that we hold on a regular basis and delete the data that is no longer necessary. Personal data that still needs to be retained for a longer time period will be archived or kept offline (made anonymous so that it cannot be identified to any individual) safely.