SeeClickFix Data Retention Policy

This policy documents how SeeClickFix stores and maintains data associated with organizations and their members (Members). The Data Categories section defines the categories of data covered by this policy statement. The Data Storage section provides an overview of our data storage practices associated with disaster recovery. The Data Retention section outlines how long we maintain data on our systems and when we purge data. The Data Export section describes how an organization may obtain copies of their data.

There are no additional data storage service charges associated with the normal and customary use of the SeeClickFix service.

Data Categories

Public Data: Content uploaded to the service and accessible without authentication or restriction. This includes access via mobile apps, web pages, or API access. Examples include issues, public comments, and organizational notices. Public data can be created by Users and Members.

Protected Data: Content uploaded to the service and accessible only to authenticated users with proper authorization. This includes authenticated access via mobile apps, web pages, or API access. Examples include: private issues, internal comments, work orders, and user profiles. Protected data can be created by Users and Members.

System Data: Content that is generated internally through the regular operation of the service. Examples include logs and analytics. System data is only available to authorized SeeClickFix staff.

User Data: Public or protected data that is created by a particular User.

Organizational Data: Public or protected content that is associated with a particular organizational account. This includes data created by Users as well as data created by Members. This category would include all issues reported to the organization (public and private), comments, internal comments, work orders, organizational notices, and so on.

Data Storage

Public and protected data as well as some system data is stored in a primary database and replicated continuously to a secondary database. A full backup of this data is made every eight hours to a geographically separate data center. The secondary database and backups exist for operational and disaster recovery purposes and are not intended to be part of the general data retention policy. When data is purged from our production systems, it is not commercially feasible to purge it from backups stored for disaster recovery

purposes. In the event that the backups are required to restore data to our production systems, SeeClickFix will make all reasonable efforts to exclude data that was previously purged (e.g., accounts that are inactive).

Data Retention

Active Accounts: User and Organizational Data is retained indefinitely while the accounts are active.

User Account Termination: Public user data associated with a terminated user account is retained for at least 90 days, but may be retained indefinitely as per the rights granted to SeeClickFix in the Terms of Service. Public and protected data that is associated with an organizational account is considered part of the Organizational Data and retained according to the organization policy below irrespective of the status of the user account.

Organizational Data Purge Requests: Upon request, SeeClickFix will purge Protected Organizational Data that exceeds the data retention lifetime as defined by the organization. SeeClickFix may retain Public Data associated with the purged Organizational Data and may exclude data that is required for the service to operate (e.g., data associated with open issues or open work orders).

Organization Account Termination: Organizational data associated with a terminated organizational account is retained for at least 90 days. Public data may be retained indefinitely as per the rights granted to SeeClickFix in the Terms of Service. Protected data may be purged by SeeClickFix after 90 days. SeeClickFix will make reasonable efforts to ensure the data has been exported and stored by the organization before purging the data from our systems.

Data Export

Organizations may export their Organizational Data via the product export features or API at any time prior to account termination. Some Organizational Data is not currently available through the product export mechanisms and can only be accessed via the API services (API-only data). This currently includes comments and images associated with issues and work orders.

- the product export mechanisms generate CSV or Excel spreadsheets
- the API provides data in JSON or XML format
- images are identified via URL in the API responses and accessible via HTTP

Upon request and when an account termination is planned or has already occurred, SeeClickFix will make available a complete export of Organizational Data including data that is not included in the product export mechanisms (API-only data). An export request must be made within 90 days of account termination. After 90 days, organizational data may be purged by SeeClickFix and may not be recoverable. The data will be provided in one or more files and in a non-proprietary format (e.g. zip files, CSV files, open-source database dumps).

This policy was last updated, 2022-04-10