

# Data Privacy and Retention Policy

## Overview

This page outlines AutoSync Cloud Service's data privacy practices and the retention policies in place to ensure customer data is handled securely and in compliance with global data protection laws.

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### 5.1 Data Collection and Use

- **Types of Data Collected:**
    - **Personal Data:** This includes user information such as name, email address, phone number, and organization details.
    - **Usage Data:** Information about how the AutoSync platform is used, including file synchronization activities, API requests, and other interactions.
    - **Device Data:** Data about the devices being used, including IP address, device type, operating system, and browser type.
  - **Data Usage:**
    - Personal data is used solely for account management, communication, and service improvements. Usage data and device data are analyzed to improve system performance, security, and user experience.
    - No third-party sharing: AutoSync does not sell or share personal data with third parties unless explicitly authorized by the user or required by law.
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### 5.2 Data Retention and Storage

- **Data Retention Periods:**
    - **User Data:** Personal data is retained as long as the user maintains an active account. Inactive accounts will be archived or deleted after 12 months of inactivity.
    - **Backup Data:** All backups are retained for 30 days. After 30 days, older backups are securely deleted to free up storage.
  - **Data Storage Locations:**
    - Data is stored securely in **AWS S3**, **Google Cloud Storage**, or other cloud storage services with encryption at rest and in transit.
    - Data is replicated across multiple regions to ensure high availability and durability.
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### 5.3 Data Deletion and User Rights

- **Data Deletion:**
    - Users can request the deletion of their personal data and associated files at any time. Upon account closure or deletion request, all user-related data will be permanently deleted, including files stored in sync.
    - In the case of legal or compliance requirements, certain data may be retained beyond the user request for a period defined by law.
  - **User Rights:**
    - **Access:** Users have the right to access their personal data and request modifications if necessary.
    - **Portability:** Users can export their data from the platform to a machine-readable format for personal use.
    - **Rectification:** Users may correct any inaccuracies in their data by contacting support or using the platform's settings.
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