

## OVERVIEW

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This policy defines retention and deletion practices for ACME-managed data categories within the ACME Horizon platform and supporting services.

## DATA CATEGORIES

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- Customer Content - business records stored by customers in ACME Horizon
- Configuration Data - tenant and module settings
- System Logs - authentication, API access, and change events
- Operational Telemetry - performance and reliability metrics

## RETENTION

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- Customer Content - retained for the life of the subscription and deleted upon termination after a configurable grace period
- System Logs - retained for a period that supports investigations and compliance obligations
- Operational Telemetry - aggregated and retained for trend analysis

## DISPOSAL

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- Deletion uses workflows that verify success and remove residual replicas
- Backups follow the same lifecycle as primary data once they age out of recovery windows