

OVERVIEW

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

DATA CATEGORIES

- 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

- 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

- 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