

Data Retention Policy

Nixelus

Purpose

This policy outlines the requirements and controls/procedures Nixelus has implemented to manage the retention and deletion of customer data.

Policy

For Customers

Customer data is retained for as long as the account is in active status. Data enters an “expired” state when the account is voluntarily closed. Expired account data will be retained for **30 Days**. After this period, the account and related data will be removed. Customers that wish to voluntarily close their account should download their data manually or via the API prior to closing their account.

If a customer account is involuntarily suspended, then there is a **30 Day** grace period during which the account will be inaccessible but can be reopened if the customer meets their payment obligations and resolves any terms of service violations.

For Nixelus

All decommissioned hardware storing sensitive data must be sanitized, deleted or destroyed if possible before disposal. All sensitive data stored in the cloud is a subject to cloud provider data protection policy.