

Signal365 – Data Retention & Deletion Policy

Version 1.0 – January 2026

1. Purpose of This Policy

This policy explains how long Signal365 retains customer data and what happens to data when an account is cancelled or terminated.

It's designed to be clear, predictable, and aligned with UK GDPR principles.

2. Data We Retain

Signal365 may retain the following types of data while your account is active:

- Account and contact information
- Tenant identifiers and configuration signals
- Aggregated metrics, scores, and reports
- Usage and diagnostic data
- Billing and subscription records

Signal365 is designed to minimise the collection and storage of personal data.

3. Retention During Active Subscription

While your subscription is active:

- Data is retained to operate the service
- Reports and historical metrics may be stored to support trend analysis
- Access is limited to authorised users

4. Data Export

Before cancelling your subscription, you may:

- Request an export of available report data

Download data through supported platform features (where available)

Exports are provided in commonly used formats where reasonably possible.

5. Retention After Cancellation

After your subscription is cancelled or expires:

Access to Signal365 is removed

Data is retained for a limited period for operational, billing, and legal purposes

Data is then scheduled for deletion

The retention period is intentionally limited and not indefinite.

6. Deletion Process

Once the retention period ends:

Customer data is deleted from primary systems

Data is removed from active databases

Access credentials are revoked

Deletion is carried out as part of normal platform operations and may not be instantaneous across all systems.

7. Backups

Signal365 maintains backups for:

Business continuity

Disaster recovery

Backup data:

Is encrypted

Is not used for any other purpose

Expires automatically after defined retention windows

Deleted customer data may persist in backups until those backups expire.

8. Legal & Regulatory Retention

In some cases, we may retain limited data for longer where required by law, such as:

- Financial records

- Tax or accounting obligations

- Legal disputes or investigations

Where this applies, retention is limited to what is strictly required.

9. Customer Responsibilities

Customers are responsible for:

- Requesting data exports before cancellation if required

- Retaining copies of reports, they wish to keep

- Ensuring their own compliance obligations are met

10. Relationship to Other Policies

This policy should be read alongside:

- Privacy Policy

- Terms of Service

- Billing & Refund Policy

If there is any conflict, the Terms of Service take precedence.

11. Changes to This Policy

We may update this Data Retention & Deletion Policy from time to time.

If changes are material, we will provide reasonable notice. Continued use of Signal365 means you accept the updated policy.