ITERONIX HELPDESK

Data Retention Policy

Version 1.1

Audience: Information · Version 2026-11-18

How long **Iteronix LLC** keeps data in Iteronix HelpDesk.

Data	Retention
Tickets, messages, attachments	Duration of the Client Agreement + 1 year, then deleted or anonymised
Device inventory and telemetry	Duration of the Client Agreement; detailed metrics 90 days
Audit, security and access logs	1–3 years (as needed for security and dispute defence)
Invoices, payments and accounting records	As required by tax and accounting law (typically 6–7 years)
Agreement acceptances and signatures	Duration of the relationship + 7 years
Documentation vault (passwords, documents)	Deleted within 90 days after the Client Agreement ends, or earlier on request
Database backups	Rolling 30 days
Document Backup files	Each replaced or deleted file version for the Client's retention package (30, 60, 90 or 180 days); all copies deleted within 30 days after the service ends
Removed devices and deleted records (recycle bin)	90 days, then permanently deleted

On termination the Client may request an export of its data within 30 days. After that, data is deleted in line with this policy and the Data Processing Agreement, except where law requires longer retention.