Data Deletion Policy

Myra EB Systems

SOC 2 Criteria: CC6.5

Keywords: Data Retention, Grace Period

Purpose

This policy outlines the requirements and controls/procedures Myra EB Systems has implemented to manage the deletion of customer data.

Policy

For Customers

Customer data is retained for as long as the account is inactive status. Data enters an "expired" state when the account is voluntarily closed. Expired account data will be retained for 60 **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 60 **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.

If a customer wishes to manually backup their data in a suspended account, then they must ensure that their account is brought back to good standing so that the user interface will be available for their use. After 60 **days**, the suspended account will be closed and the data will enter the "expired" state.

Revision History

Version	Date	Editor	Description of Changes
1.1	05/24/22	Vijesh	Initial Creation