

Data Retention and Deletion Policy

Effective date: November 1, 2025

Purpose

This policy explains how GuardRail retains and deletes customer and personal information.

Active Accounts

Customer data is retained while accounts remain active and for as long as necessary to provide the Services.

Post Termination

Following termination, GuardRail may retain data for a reasonable period to allow export, recovery from deletion requests, billing finalization, dispute resolution, legal compliance, and security purposes.

Backups

Data may persist in encrypted backups for a limited time after deletion from live systems.

Logs and Security Records

Operational, access, and security logs may be retained longer where needed for fraud prevention, incident investigation, and legal compliance.

De-identified Data

GuardRail may retain aggregated or de-identified data that does not identify individuals or organisations.