

DATA RETURN AND SECURITY

# Data Return and Deletion

**Version 2**

Legal & Compliance




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# 1. Policy

- 1.1. On expiry or termination of the Services however caused the Customer's Right to Access and Use the Service will automatically cease.
- 1.2. In the event that a Customer requires the return of Customer data, additional Fees will normally apply. In addition the Customer will log a Support case request within the Customer support portal (i) in the event of termination, contemporaneously with their written notice of termination to their Account Manager (ii) in the event of expiry, no later than thirty (30) calendar days prior to expiry of the Service.
- 1.3. If no request for return of Customer data is logged, OneAdvanced will destroy all Customer data within ninety (90) calendar days of expiry or termination of the Service. If a request for return of Customer data is logged, OneAdvanced will make the Customer data available in a machine-readable format nominated by OneAdvanced within a reasonable timeframe.
- 1.4. If a different machine-readable format (other than the machine-readable format nominated by OneAdvanced) or human readable format is requested by the Customer, OneAdvanced will use its reasonable endeavours to assist with such request but will normally require ninety (90) calendar days' written notice of such preference - delivery will be subject to availability of relevant resource or skillset and additional Fees will apply.

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