



Purpose

This policy describes how Senso.cloud retains, deletes, restores and disposes of customer and service data. It consolidates language from the EULA, Privacy Notice, Business Continuity & Disaster Recovery document and Supplier Security Assessment.

Data category	Retention / deletion approach
Customer Data / Service Data	Retained during the Subscription Term and any Renewal Term as required to provide the Senso Offering(s), unless deleted/configured otherwise by the Customer or required by law.
Trial data	Where there is a gap between the end of a Trial and the start of a Subscription Term, Customer Data input during the Trial may not be available, consistent with the EULA reference to the Data Retention Policy.
Collected Data	Retained as necessary to comply with legal obligations, maintain accurate financial and other records, resolve disputes, enforce agreements and for litigation/defence purposes.
User account data	Supplier assessment states User Accounts Database has 52 weeks long-term retention and 35-day point-in-time restore.
Audit data	Supplier assessment states Audit Database has 12 weeks long-term retention and 7-day point-in-time restore.
Logging data	Supplier assessment states Logging Database has 7 days long-term retention.
Archived data	Archived data is stored in JSON format in Azure Blob Storage and encrypted at rest.
Deleted user accounts	If a user account is deleted, associations in the primary database are removed; TTL or digital deletion is used.
Backups	Backups are retained according to the backup policy and may persist until backup expiry. Restores are available within the relevant retention period.
Termination/expiry	Personal data and copies are deleted or anonymised on expiry or termination in accordance with the Terms and retention policy unless applicable law requires retention.

Deletion methods

- Digital deletion or Time to Live controls are used where applicable.
- Personal data may be anonymised where permitted and appropriate.
- Backup deletion follows backup expiry/rotation processes and may not be immediate in all replicated backup locations.
- Hardware disposal is handled through Microsoft datacentre secure disposal controls for cloud infrastructure and KillDisk Ultimate for office drives.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>
- Business Continuity & Disaster Recovery, revised 17 May 2019
- Renato Software Ltd Privacy Notice, effective 1 September 2019
- Supplier Data Security Assessment Questionnaire, completed 10 May 2023