

Data Retention & Disposal Policy

How long we keep data and how we securely return or destroy it.

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1. Purpose

To define how long Backpack Works retains data and how it is securely disposed of or returned.

2. Principles

- We retain data only as long as needed for the purpose it was collected or as required by contract or law.
- Customer account data and website-visitor data are retained for the life of the account and deleted or returned on request after termination, subject to legal retention requirements.

3. Retention

- **Customer & account data (Backpack OS):** retained for the life of the account; deleted or returned on request after termination.
- **Client project data:** retained for the duration of the engagement plus an agreed wind-down period, then deleted or returned.
- **Business records:** retained per legal and tax requirements.
- **Logs:** retained for a period sufficient for security investigation.

4. Secure disposal

- Electronic data is deleted using methods that prevent recovery.
- Cloud data is removed from active systems and backups age out per backup retention.

5. Requests

Customers can request export or deletion of their data by contacting privacy@backpack.works.

6. Review

This policy is reviewed at least annually.