

# Data Deletion Policy

## Doorway

**SOC 2 Criteria:** CC6.5

**Keywords:** Data Retention, Grace Period

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## Purpose

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

## Policy

### For Customers

Customer data is retained for as long as the account is in active status. Data enters an “expired” state when the account is voluntarily closed which expires all existing human resources platform integrations. Expired account data will be retained for 365 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 prior to closing their account.

If a customer account is involuntarily suspended, then there is a 30 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. All human resources platform integrations will need to be reformed after this period.

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 30 days, the suspended account will be closed and the data will enter the “expired” state. It will be permanently removed 365 days thereafter (except when required by law to retain).

## Revision History

Version	Date	Editor	Description of Changes
1.0	15.03.2022	Henry Sinclair	Initial Creation

2.0 13.10.2022 Hugh Fraser Inclusion of HR platform integration specifications