

ZPE Systems Cloud Data Retention Policy

This section describes how long ZPE Systems retains customer data in the ZPE Cloud SaaS environment. Data stored on Nodegrid OS devices or other ZPE products is not covered here.

Data Retention Periods

Data Category	Data Type	Retention Period
Account	<ul style="list-style-type: none"> • Users • Sites • Groups • SSO • Company Settings • Subscriptions 	Retained while account is active
Device	<ul style="list-style-type: none"> • Model • Version • Network Information • Managed devices • Last geolocation 	Retained while account is active
Profiles	<ul style="list-style-type: none"> • Scripts • CLI Profiles • Backups 	Data Managed by customers
Software and Templates	<ul style="list-style-type: none"> • Nodegrid Images • Cellular Modem Images • Templates 	Retained through each product's EOL lifecycle
User Activity	<ul style="list-style-type: none"> • Logs • Alerts • Sessions 	120 Days (Database Backups will be retained for one year)
Device Activity	<ul style="list-style-type: none"> • Any opted Nodegrid event • Status history • Operations track log • Cellular data 	120 Days (Database Backups will be retained for one year)

Database Backup Breakdown

Backup Type	Frequency	Retention	Purpose
Full Backup	Weekly	1 Year	Rolling snapshot of entire database
Incremental Backup	Daily	30 Days	Captures changes since last full backup

Requests for Data Backup

- Customers may use ZPE Cloud APIs to export last 90 days data at any time.
- Additionally, each organization may request up to two manual backups per calendar year.

Data Deletion Process

- **Automated Purge:** Data is automatically purged once its retention period expires.
- **Manual Review:** Periodic audits ensure compliance and handle exceptions.
- **Secure Disposal:** Secure data deletion is performed in accordance with SOC 2 Type II standards, and [ZPE Systems is SOC 2 Type II certified](#) to ensure compliance with industry-best practices.

Customer Responsibilities

- Export or archive any data you wish to retain before its scheduled deletion.
- Regularly verify backup schedules and test recovery procedures.
- Upon service cancellation, all customer data in ZPE Cloud will be removed 30 days after subscription end.