Data Handling Statement

This statement provides detailed information about how DeviceDesk handles different types of data, including retention periods and deletion policies.

Data Type	Purpose	Retention Period	Deletion Policy
Order Data	Order processing, fulfillment, and tracking	7 years from order date	Automated deletion after retention period. Export available before deletion upon request.
Customer PII	Shipping label generation and order fulfillment	As required by marketplace agreements (minimum 1 year)	Deleted upon request or per marketplace requirements. Subject to legal retention obligations.
Inventory Data	Inventory synchronization across marketplaces	Active while account is active	Deleted within 30 days of account closure. Export available before deletion.
Shipping Labels & Tracking	Label generation and tracking updates	5 years from shipment date	Automated deletion after retention period. Required records maintained per carrier requirements.
API Credentials & Tokens	Marketplace and carrier API authentication	Active while connection is active	Immediately revoked and deleted upon disconnection or account closure.
Audit Logs	Security monitoring and compliance	3 years from log date	Automated deletion after retention period. Critical security logs may be retained longer.
Backup Data	Data recovery and business continuity	90 days from backup date	Automated deletion after retention period. Encrypted backups stored separately.
Account Information	Account management and billing	Active while account is active, then 7 years	Deleted after retention period, subject to legal and accounting requirements.

Data Deletion Requests

You may request deletion of your data at any time by contacting support@devicedesk.store. We will process deletion requests within 30 days, subject to:

- Legal retention requirements (e.g., tax records, accounting records)

- Marketplace contractual obligations

- Active legal proceedings or investigations

- Legitimate business interests (e.g., fraud prevention)

Data Export

Before deletion, you may request an export of your data in a standard format (CSV, JSON). Export requests are typically processed within 7 business days.