Data Retention Policy – November 2021

The table below sets out the periods for which we will retain the relevant types of data.

Data	Description	Retention Period
Shipment Data	Encompasses all the information present in a shipment record including; addresses, contact information, service requirements, package contents, tracking and delivery information.	Archived after 6 months, Permanent deletion after 7 years.
User Logins	Contains information that identifies the user including; full name, contact details and encrypted passwords.	Deactivated after 3 months, (2 weeks notification beforehand).
Address Book Entries	Contains address data used to pre-populate shipments including; contact details, address lines, post/zip code and country.	Permanent deletion after 6 months.
Operator Details	Information for a top-level operator including; contact details, trading and accounts addresses.	Deactivated after 30 days from the last shipment.
Shipper Details	Information for a top-level operator including; contact details, trading and accounts addresses. Note: Shippers will be disabled as part of disabling an operator.	Deactivated after 90 days from the last shipment.
Carrier Account	Contains information for a carrier to operate a business relationship including; account number, contact information, transfer credentials and sequencing.	Deactivated after 30 days from the last shipment.

Data	Description	Retention Period
Support Tickets	Support requests including; description of fault, dates raised/resolved, contact information for the requester and resolver.	Archived after 6 months, Permanent deletion after 7 years.
Licence Registrations	Acceptance of privacy policy and terms of use via user signature contains; date signed and IP address. Required to use the solution.	Deactivated after 30 days from the last shipment.
Shipment EDI Data	Data sent to the carrier during end of day manifesting processes including; shipment information, contact information and addresses/contacts.	Permanent deletion 90 days after initial creation.
Shipping Labels	Dynamically generated labels including; address, carrier, contact, service and tracking details.	Permanent deletion 90 days after initial creation.
Credit History Log	Transactional financial information for shipments raised and cancelled in the solution.	Archived after 6 months, Permanent deletion after 7 years.
Shipment Data Import Files	Files that are used to bulk book shipments using the solution. These files can be received either through the web interface, FTP or email.	Permanent deletion 30 days after initial creation.
Bulk Shipment Label Archives	ZIP archives that contain bulk label data. These files are securely accessible via HTTPS links issued by SmartConsign support	Permanent deletion 30 days after initial creation.