

Client Offboarding

Upon written notification of the termination or non-renewal of the service agreement the following steps will be taken:

By Default:

All user accounts will remain active.

Client user permissions for creating Test Batteries and Generating Test Links will be revoked.

Client users will maintain access to the system to retrieve/export results.

Client users will not be deleted by Biddle unless a written request is received from the Client.

All data is kept indefinitely unless requested by the Client.

Client users and data are not deleted so the Client can reenter the service agreement at a later date without any data loss.

Upon Request:

Once per year or upon the termination of the service agreement the Client can request an export of their data.

Upon termination or non-renewal of the service agreement the Client can request their data be deleted out of the system.

All data and user accounts will be deleted from the database and file stores within 14 days of receiving the written request. Back ups are kept for 14 days, so 14 days after the final delete, all backed up data will also be deleted. Screenshots or written attestation can be supplied of the successful deletion.

All data is stored securely in the Google Cloud Platform so Biddle does not have ability to physically destroy the media devices.

Data removed by request is permanently deleted and cannot be restored.

