

DATA RETENTION POLICY

Last Updated: 16 November 2025

AccuraText, LLC

AccuraText, LLC (“AccuraText,” “we,” “our,” or “us”) maintains this Data Retention Policy to explain how long we store client files, captioned videos, and related materials.

1. Retention of Client Recordings

Client-submitted recordings (phone calls, audio, or video files) are retained for:

30 days from the date of project completion

Unless otherwise requested by the client.

After 30 days:

- Files are securely deleted
- No backups are retained

2. Retention of Captioned Outputs

Captioned video files provided to clients are retained for:

60 days from the date of project completion

for customer access or corrections.

3. Retention of Project Metadata

Non-sensitive metadata such as:

- File names
- Job details
- Delivery dates
- Invoice records

may be retained for **up to 7 years** for:

- Accounting purposes
- Legal compliance
- Internal quality control

No audio content is kept beyond retention windows unless required by law.

4. Early Deletion Requests

Clients may request immediate deletion of all files at any time.

Once deletion is completed:

- Files cannot be recovered
- Further revisions cannot be provided

5. Legal Exceptions

We may retain files longer if required by:

- Law enforcement
- Court orders
- Ongoing disputes
- Regulatory obligations

6. Secure Deletion

All files are deleted using secure, industry-standard procedures to prevent retrieval.