

Data Management & Termination Process

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Document details

Field	Detail
Prepared By	Taqtics Engineering & Legal - Peachy Technologies Private Limited
Contractual Basis	Terms & Conditions, Section 10.7.6 (removal and export of Client Content) and the Data Processing Addendum
Effective From	The Commencement Date
Applies To	All Taqtics Clients
Review Date	Annually or upon material change to platform infrastructure
Classification	Client-facing. Published policy document.

1. Purpose & Legal Basis

This document defines Taqtics' data management obligations, data governance practices, and the end-to-end data termination process applicable on expiry or termination of the Client's subscription. It implements Section 10.7.6 of the Terms & Conditions (removal and export of Client Content) and the Data Processing Addendum published by the Company.

Taqtics maintains SOC 2 and ISO/IEC 27001 certified information security controls and operates in alignment with the EU General Data Protection Regulation. Certification reports and the underlying data protection policies are shared with Clients on request under confidentiality.

2. Data Ownership & Classification

2.1 Data Ownership

Role	Party
Data Controller	The Client (as named in the applicable Customer Order Form)
Data Processor	Peachy Technologies Private Limited (Taqtics)
Ownership Principle	All data uploaded to or generated through the Taqtics platform by the Client and its users remains the exclusive property of the Client at all times
Processing Basis	Taqtics processes Client data solely as a data processor acting on the Client's documented instructions, as set out in the Data Processing Addendum

2.2 Data Categories on Platform

Category	Description	Personal data?	Retention during term	Action at termination
User Data	User profiles, login records, TOTP credentials, role assignments	Yes	Duration of subscription	Exported, then deleted
Checklist Submissions	Completed checklists, responses, scores, timestamps, submitter ID	Yes	Duration of subscription	Exported, then deleted

Audit Records	Completed audits, section scores, critical failures, auditor ID	Yes	Duration of subscription	Exported, then deleted
Photo Evidence	Photos attached to checklist and audit submissions	Potentially	Duration of subscription	Exported, then deleted
Issue Tickets	Tickets raised, assignments, comments, resolution records	Yes	Duration of subscription	Exported, then deleted
Noticeboard Posts	Communications broadcast to Locations, read receipts	Potentially	Duration of subscription	Exported, then deleted
BI Dashboard Data	Aggregated analytics derived from checklist and audit data	No	Duration of subscription	Deleted
System Logs	Access logs, API calls, error logs	Yes	90 days rolling	Auto-deleted

No post-termination archive. All Client data is exported and then permanently deleted at termination. Taqtics does not retain an archive of checklist submissions, audit records or photo evidence after termination. Clients who require audit history for their own compliance obligations retain it via the export delivered at Step 2 below.

3. Data Termination Process

3.1 Termination Process - Step by Step

#	Step	Timeline	Detail	Owner
1	Termination Notice	Day 0	Either Party gives prior written notice of termination in accordance with the Section 20.2.3 of the Platform License Terms & Conditions. Notice must be sent to the other Party's registered email address. Termination takes effect at the end of the billing cycle during which the notice period expires, and no refund, credit or rebate is due for any unused portion of a billing cycle or the License Term.	Either Party
2	Data Export Preparation	Days 1-20	Taqtics prepares a complete, structured export of all Client data from all systems: (a) Checklist submissions - all responses, scores, evidence index, timestamps, submitter IDs. (b) Audit records - all completed audits, section scores, critical failures, auditor IDs. (c) Issue tickets - all tickets, assignments, comments, resolution records. (d) User records - user profiles, role assignments, login history. (e) Noticeboard posts and read receipts. (f) BI dashboard underlying data. (g) Photo evidence - full media library with file index. Format: structured CSV / Excel plus media ZIP archive.	Taqtics Engineering

3	Secure Delivery to Client	Days 20-25	Complete data package delivered to the Client via encrypted secure channel: SFTP server (Taqtics-hosted) or Azure Blob Storage signed URL with 30-day expiry. Taqtics provides: (a) delivery notification to the Client's designated data contact; (b) file manifest listing all files, record counts, and checksums. Client confirms receipt and initiates verification.	Taqtics Engineering + Client IT
4	Client Data Verification	Days 25-55	The Client verifies the completeness and integrity of the exported data against the file manifest. Any disputes regarding completeness must be raised in writing within this window. Taqtics will respond within 5 business days.	Client IT / Data Team
5	Permanent Data Deletion	Days 55-60	Upon the Client's written confirmation of data completeness (or after the verification window lapses without dispute), Taqtics permanently deletes all Client data from: (a) production database - Client tenant partition; (b) Azure Blob Storage - all Client media files; (c) backup systems - all backup copies across all retention tiers; (d) platform subdomain - Client platform instance decommissioned; (e) system logs - purged or anonymised; (f) all subprocessor systems - Taqtics obtains written deletion confirmation from each subprocessor. Deletion method: secure overwrite or cryptographic erasure. No recoverable copies retained after this step.	Taqtics Engineering
6	Erasure Certificate Issued	Day 60	Taqtics issues a signed Erasure Certificate (see Section 4 template) to the Client confirming complete and permanent deletion of all Client personal data from all systems including subprocessors. The certificate must be signed by an authorised representative of Taqtics at Director level or above.	Taqtics Director

7	Release	10 business days after the Erasure Certificate	The Client is invited to acknowledge that it is satisfied with the data handover and erasure process. Taqtics is deemed released from its obligations under the Agreement 10 (ten) business days after issue of the Erasure Certificate, unless the Client raises a specific written objection within that period identifying the particular deficiency. Confidentiality obligations survive termination in accordance with the Terms & Conditions and the Data Processing Addendum.	Taqtics / Client
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4. Erasure Certificate Template

The following template is used when issuing the Erasure Certificate at Step 6. It is signed by an authorised representative of Taqtics at Director level or above and delivered to the Client's data protection contact.

DATA ERASURE CERTIFICATE
Reference: TQ-EC-[CLIENT]-[YYYY]-[NN] · Issued by: Peachy Technologies Private Limited (Taqtics), 572, 3rd Floor, 3rd Main Rd, P&T Colony, RT Nagar, Bangalore, Karnataka, India - 560032, CIN: U72900KA2021PTC148523
Issued to: [Client Legal Name], [Client Registered Address] · Contract Reference: Customer Order Form dated [Date], read with the Terms & Conditions · Effective Deletion Date: [Date]
Data Covered: All personal data and confidential information belonging to the Client and processed by Peachy Technologies Private Limited (Taqtics) in its capacity as Data Processor.
I, [Name], [Designation], duly authorised representative of Peachy Technologies Private Limited, hereby confirm and certify that:
1. All personal data belonging to the Client has been permanently and irrecoverably deleted from all Taqtics systems, including production databases, backup systems, blob storage, system logs, and the Client's platform subdomain.
2. All subprocessors engaged by Taqtics in the delivery of services to the Client have been directed to permanently delete all Client personal data from their systems, and written confirmation of deletion has been received from each subprocessor.
3. No recoverable copy of Client personal data exists on any system operated by or on behalf of Taqtics, and no archive of Client data has been retained.
4. This certificate is issued in accordance with the Terms & Conditions and the Data Processing Addendum.
Signed: _____ Name: [] Title: [] Date: [] Company: Peachy Technologies Private Limited

5. Client Acknowledgement (optional)

This acknowledgement is invited but is not required for Taqtics to be released under Step 7.

DATA TERMINATION ACKNOWLEDGEMENT
Reference: TQ-DMP-[CLIENT]-[YYYY]-[NN] · [Client Legal Name] - Acknowledgement of Data Handover & Erasure
I, [Name], [Designation], duly authorised representative of [Client Legal Name], confirm that: (1) we have received the complete data export from Taqtics as described in this process and are satisfied with its completeness; and (2) we have received the Erasure Certificate (Reference: TQ-EC-[CLIENT]-[YYYY]-[NN]) confirming permanent deletion of all Client personal data from Taqtics' systems and subprocessors.
Signed: _____ Name: [] Title: [] Date: [] Company: [Client Legal Name]

6. Relationship to Other Documents

This policy is published by the Company and incorporated into the Terms & Conditions by reference. It implements Section 10.7.6 of the Terms and the Data Processing Addendum. Termination notice and refund treatment are governed by the Platform License Terms and Conditions and the License Billing Policy. In the event of inconsistency, the order of precedence set out in the COF applies.