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Data retention and GDPR requests

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We retain helpdesk data only as long as it is needed.

Retention periods

- Closed tickets and their attachments are kept for **24 months**, then permanently deleted
- Login and audit logs are kept for **12 months**
- Backups are rotated on a **35-day** cycle

Subject access requests

A data subject access request is answered within **30 calendar days**. Send requests to the data protection contact rather than raising a normal ticket.

Deletion requests

Once approved, an erasure request is completed within 7 days across live systems. Backup copies age out on the normal 35-day rotation.