MITEL SECURE CLOUD DATA RETENTION

This Data Retention Schedule explains how long Mitel keeps your information.

TABLE A: ACTIVE CUSTOMER RETENTION PERIOD			

Unless specifically described in the Service Element Description Data Retention is based on the below intervals:

Data Source	Categories of Customer Data	Retention Period	Deletion Process
Logs	Calling/called party information, applied call features (e.g. call history)	5-10 days	Automatic
Call Detail Records	Per call summaries, usernames and telephone numbers	None	Automatic, unless arrangements are made for processing of ongoing storage
Customer Content	content of communications facilitated via the Cloud Services, including through third party integrations, and recordings and transcriptions thereof (e.g., chats, video and voice calls streams, file transfers, voicemails, recordings) and User presence information	As determined with Customer during implementation phase.	Automatic
File System Backups	Configuration information, logs and media files stored as an archive level	Ongoing, backups are taken regularly, with older backups deleted	Automatic for aged backups
Application-Level Backups (e.g. database backups)	Configuration information	Ongoing, backups are taken regularly, with older backups deleted	Automatic for aged backups

TABLE B: STORAGE LOCATION		
	Region	Storage Location
Storage Location[i]	EEA	EEA
	UK	UK
	United States	United States
	Canada	United States

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[i] Mitel may store Customer Content globally; however subject to the terms of service, Customer Content may be stored in the primary deployment location.