

## Data Retention Policy for *EdGenAI Technologies*

“Applicable to all co-founders, employees, interns and relevant personnel across home-based and shared workspaces.”

### 1. Purpose

The purpose of this Data Retention Policy is to:

- Define how long EdGenAI Technologies retains personal and operational data
- Ensure data is not held longer than necessary for service delivery or legal obligations
- Establish clear procedures for the secure and permanent deletion of data
- Demonstrate compliance with the Privacy Act 1988 (Cth) and Australian Privacy Principles

### 2. Scope

This policy applies to all data collected, stored, or processed by EdGenAI Technologies, including:

- Personal information of platform users, staff, and co-founders
- Session and output data generated through use of the EdGenAI platform
- Technical and operational logs maintained by EdGenAI systems
- Billing and financial records held by the organisation

### 3. Commitment

*EdGenAI* is committed to:

- Ensuring data deletion is handled securely and permanently across production systems, with residual data in technical backups purged automatically via standard rotation cycles
- Protecting data throughout its lifecycle with appropriate security controls
- Complying with all applicable Australian data retention laws and obligations
- Reviewing and updating this policy periodically to reflect changes in operations or legislation

### 4. Responsibilities

#### 4.1. Co-Founders / Directors:

- Oversee systems and practices to support compliance with this Data Retention Policy and applicable legislation
- Implement and maintain systems and processes that enforce retention periods
- Respond to data deletion requests and take corrective action as required

#### 4.2. All Staff:

- Handle and store data only in accordance with this policy
- Report any known or suspected breaches of data retention obligations
- Maintain data retention awareness and handling procedures as required by the organisation

#### 4.3. Platform Users:

- May request deletion of their data at any time by contacting [contactus@edgenai.com.au](mailto:contactus@edgenai.com.au)
- Will receive a response to all data requests within a reasonable timeframe (typically 30 days)

### 5. Policy

#### 5.1. Retention Principles and Timeframes

EdGenAI Technologies retains data based on operational necessity and legal mandates. We classify our data retention into the following general categories:

- 5.1.1. Active User Data (e.g. Account Info, Session & Output Data): Retained for the duration of the active user account to ensure ongoing service delivery and access to platform features. Following account closure, a temporary grace period (typically up to 30 days) may apply before production data is scheduled for deletion.

- 5.1.2. Operational and Technical Logs (e.g. Usage, System, and Server Logs): Retained only for as long as necessary to maintain platform security, monitor system performance, and debug technical issues. These logs are generally overwritten or purged via automated system maintenance cycles once they are no longer required for active monitoring.
- 5.1.3. Support and Communications: Customer service interactions, feedback, and support emails are retained for a reasonable period to ensure service quality, maintain continuity of care, and resolve potential disputes.
- 5.1.4. Statutory and Financial Records (e.g. Billing Records): Retained for the mandatory minimum periods required to meet Australian tax, corporate governance, and legal compliance obligations (typically up to 7 years).

## 5.2. Deletion Process:

- When an account deletion request is processed, associated data is scheduled for removal from active production systems.
- We aim to complete deletion from production environments within 30 days of the request.
- Once processed, personal data is permanently removed from active production systems. Residual technical data may persist securely within disaster recovery backups until the backup window automatically rolls over and overwrites the data.
- Anonymised, non-identifiable aggregate statistics may be retained for long-term analytical purposes.

## 5.3. Backups:

- System backups are maintained for disaster recovery purposes only
- Backups are retained on a rolling 30-day basis and purged automatically beyond this window
- Backups are encrypted at rest and in transit and are not used for any analytical purpose

## 5.4. Legal Holds:

- Data may be retained beyond standard periods if required by a court order, government authority, or applicable Australian law
- Users will be notified of any such legal hold to the extent permitted by law

## 6. Implementation and Communication

This procedure will be implemented and communicated through the company via:

- Company onboarding Platform
- Internal circulation to staff
- Publication on the EdGenAI website at [edgenai.com.au/policies](https://edgenai.com.au/policies)

## References:

- [1] Privacy Act 1988
- [2] Australian Privacy Principles (APPs)
- [3] EdGenAI Privacy Policy



## Document Version History:

Version	Date	Author	Change Notes
1.0	May 2026	EdGenAI Technologies	Initial Draft