OperationsIP

OIP-DAT-002 · Version 1.0 · Effective 1 December 2026

Data Retention, Deletion and Export Policy

We keep data only as long as it is needed, and help businesses meet their own record-keeping laws.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-DAT-002	1.0	1 December 2026	Director	December 2027

Policy · Data and files

Legal and standards basis

- Fair Work Act 2009 (Cth) and Fair Work Regulations 2009, reg 3.31 (employee records kept 7 years)
- GDPR Article 5(1)(e) (storage limitation)
- Tax record laws in each country

1. How long we keep data

Data	Kept for
Business account and settings	While the account is open, then 90 days for export
Work records (jobs, timesheets, corrections)	While the account is open. Businesses must keep employee records for as long as their law requires (7 years in Australia), so export before closing
Records of removed users	Kept with the business's work records. Login and contact details are deleted when the user is removed

Data	Kept for
Before and after photos	For the number of days each business sets, then deleted automatically (when photos are released)
Audit log and support session log	While the account is open, then deleted with the account
Invoices and billing records	7 years, for tax law
Backups	Up to 30 days, then overwritten

2. Removing a user

When a business removes a user, the user can no longer sign in and their contact details are deleted. Their timesheets and job history stay, because employers must keep work records. Archiving or marking inactive hides a user and keeps everything.

3. Exporting

Owners and Admins can download timesheets as CSV at any time. A full business export is available on request, and in the app as that feature is released.

4. Closing an account

1. The plan ends or the Owner asks us to close the account
2. The business has 90 days to export its data
3. We then delete the business's data from the live system within 30 days
4. Backups containing it are overwritten within the following 30 days
5. We keep invoices for 7 years for tax law

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