



# Client Termination Policy

## Overview

When a client terminates their service contract for our SaaS we need to deactivate access to the Marketware service, provide the client opportunity to receive a copy of their data, and destroy their data.

Upon reaching the expiration date of their services there will be a 14-day grace period for renewal. If the client chooses not to renew services, Clients have the option to export their data from our environment into accessible files such as Excel. There may be a cost for this service.

Upon the 15<sup>th</sup> day after services have expired all access to the application will be revoked. If the Client has chosen not to renew their services, Marketware, Inc. will, within 45 days destroy all databases and backups associated with the client.

## This Process includes:

1. Take Client Database Offline
2. Delete Client Database
3. Delete Local Backups
4. Delete Backups located on S3
5. Delete Stored files on S3
6. Delete Profile Pictures on Application server
7. Ensure all users are deactivated
8. Remove System table record

AWS uses the techniques detailed in DoD 5220.22-M ("National Industrial Security Program Operating Manual ") or NIST 800-88("Guidelines for Media Sanitization") to destroy data as part of the decommissioning process.