Type of information	Storage location(s)	Internal paper archive	Internal digital archive	External archive	Separate DPA with external party	Deletion term	Basis
Contracts	Internal back-office (SP)		X		N/A	Kept indefinitely	Default business operations
Creditcard details	Internal back-office (SP)		X		N/A	When no longer required: during regularly swipe, or upon request	Default business operations
Customer details (contact and company registration details)	Internal portals (CP, ERP, SSC)		X		N/A	Kept indefinitely	Default business operations
	Twinfield			X	X	Kept indefinitely	Default business operations
Email & ticket reply communication	Internal ticketing portal		X		N/A	Kept indefinitely	Default business operations
Login access & attempts (account, date, IP address)	Shop, SSC		X		N/A	Kept indefinitely	Default business operations
Lync chat communication (conversation-log)	Internal back-office (Exchange)		X		N/A	Kept indefinitely	Default business operations
Ordered services & product details	Internal portals (CP, ERP, SSC)		X		N/A	Kept indefinitely	Default business operations
Ordered services & product usage statistics	Internal portals (CP, ERP, SSC)		X		N/A	Kept indefinitely	Default business operations
PayPal reference transaction agreements	Internal back-office (SP)		X		N/A	When no longer required: during regularly swipe, or upon request	Default business operations
	Internal portals (CP, ERP, SSC)		X		N/A	When no longer required: during regularly swipe, or upon request	Default business operations
	External with serviceprovider (bank PayPal)			X		Defined by external	Defined by external
Payment transactions	Internal back-office (SP)	X	X		N/A	Paper archive kept for 10 years, digital archive kept indefinitely	Law
	Internal portals (CP, ERP, SSC)		X		N/A	Kept indefinitely	Law
	External with serviceprovider (banks)			X		Defined by external	Defined by external
	Twinfield			X	X	Kept indefinitely	Law
Phone communication (numbers only)	Internal voice system (Cisco)		X		N/A	Rolling wipe / device logging only	Default business operations
SEPA directdebit form	Internal back-office (SP)		X		N/A	When no longer required: during regularly swipe, or upon request	Default business operations
Sales invoices	Internal back-office (SP)	X	X		N/A	Paper archive kept for 10 years, digital archive kept indefinitely	Law
	Internal portals (CP, ERP, SSC)		X		N/A	Kept indefinitely	Law
	Twinfield			X	X	Kept indefinitely	Law

Notes

Backups of the complete system(s) made are kept indefinitely.

Once a year this list is reviewed and updated when required.

Requests can be send to administration@nforce.com, we do our utmost best to respond as soon as possible - we expect to handle each request within approximately one month, this depends on the amount of requests.

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