Data retention in the Code42 cloud

Who is this article for?
Find your product plan in the Code42 console on the Account menu (https://support.code42.com/Administrator/Cloud/Code42_console_reference/01_Code42_console_overview#Account_menu).
√ Incydr Professional and Enterprise
√ Incydr Basic and Advanced
√ CrashPlan Cloud
√ CrashPlan for Small Business (https://support.code42.com/Small_Business) (https://support.code42.com/Small_Business)
√ Other product plans

This article applies to Code42 cloud environments.

Other available versions:
On-premises (https://support.code42.com/Administrator/6/Subscriptions/Data_retention_in_the_Code42_cloud)
(https://support.code42.com/Administrator/Identify_your_Code42_product_version_role)

Overview
This article describes Code42 cloud data-retention upon conclusion of service.

Affects
This retention policy applies to Code42 cloud customers with no on-premises Code42 servers.

It does not apply to Code42 environments with an on-premises authority server that use the Code42 cloud for storage. For on-premises authority servers, see Data retention for Code42 cloud storage (https://support.code42.com/Administrator/6/Subscriptions/Data_retention_in_the_Code42_cloud).

Retention policy

Conclusion of service
If you do not renew your subscription with Code42, or the service is otherwise terminated, Code42 deletes your data collected through our services permanently within 90 days.
Once your service with Code42 has concluded, you will no longer have access to your data.

For questions, contact our Customer Champions for support (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Get_support_for_CrashPlan_for_Small_Business_or_Code42_CrashPlan).

Continued service

This policy applies only to the conclusion of service with Code42. For data retention implications of deactivating an individual organization, user, or device, see:

- Block, deauthorize, and deactivate (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Block_deauthorize_and_deactivate)
- Cold storage (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage)

Related topics

- Deactivate and reactivate users and devices (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Deactivate_and_reactivate_users_and_devices)
- Cold storage (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Cold_storage)
- Purge cold storage (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Purge_cold_storage)