

## **DISTILL x 5 Data Storage and Retention Policy**

The following policy applies to any Active or former Customer of FIVE x 5 Solutions (“the Company”) utilizing the DISTILL x 5 system (formerly Stillhouse) after January 1, 2016. An Active Customer is defined as an individual or business with an active subscription for FIVE x 5 services, subject to applicable Terms and Conditions.

This policy is subject to compliance with all applicable laws, rules, regulations, guidance, and guidelines. FIVE x 5 Solutions reserves the right to change, update, modify, or remove any part of this policy at any time.

### **Data Storage**

Customer Data (“Data”) may be stored by FIVE x 5 Solutions on its company servers, on its employee’s computers, and on the servers of the cloud-based data storage providers it engages. All such Data is subject to strict Company access policy and protected by the Terms and Conditions of service.

### **Active Client Data Retention**

All Active Customer Data (“Data”) shall be backed up hourly from the Data source. Backups of Customer Data (“Backup(s)”) shall be transmitted to and stored in a cloud-based repository licensed and maintained by the Company. Hourly Backups are retained for 30 days. Upon expiration of the 30-day retention period, daily Backups shall be retained for a period of 90 days, after which the first Backup of a given month shall be retained for a period of two (2) years.

Upon request, FIVE x 5 Solutions will provide an unformatted export of all Customer Data; historical (Backup) Data is also available subject to the terms above.

### **Cancellation or Termination of Services**

Upon cancellation or expiration of services, FIVE x 5 Solutions will disable the Customer’s Data source and remove it from production environments. No additional Backups will be created or stored for such Inactive Client Data.

### **Inactive Client Data Retention**

The Company will retain Inactive Customer Data in accordance with the Active Client Data Retention schedule for a period of one (1) year, after which time all Customer Data will be purged.

Upon request, FIVE x 5 Solutions will purge all Data at the time of cancellation or expiration of services. Such requests must be submitted in writing to the Company.

### **Data Purge Requests**

Any Client, whether Active or Inactive, may request at any time to have any and all Data or Backups purged from DISTILL x 5 or the Backup repository. Such requests must be submitted in writing to the Company. FIVE x 5 Solutions cannot restore Data purged as a result of such a request.

