DATA RETENTION & DELETION POLICY

TEAMCAL AI — Platform-wide policy for all customer data

Version 1.0 — April 2026 — Applies to all plans

Core principle: TEAMCAL AI does not store calendar content

Calendar events, meeting titles, attendee details within calendar items, and appointment content are accessed in real time to determine availability and are NEVER written to TEAMCAL AI databases. This is by design — not a policy position but an architectural guarantee.

1. PURPOSE AND SCOPE

This Data Retention and Deletion Policy ("Policy") describes what data TEAMCAL AI collects, how long it is retained, and how it is deleted. It applies to all customers and users of the TEAMCAL AI platform and Zara AI scheduling assistant, regardless of plan tier.

This Policy supplements the TEAMCAL AI Privacy Policy (teamcal.ai/privacy) and the Data Processing Agreement (DPA). Capitalised terms not defined here have the meanings given in those documents.

2. DATA CLASSIFICATION

2.1 Data We Do NOT Store

The following categories of data are explicitly excluded from TEAMCAL AI's data stores:

- Calendar event content (titles, descriptions, notes, attachments)
- Names and email addresses of people in your calendar events
- Meeting subjects, agendas, or discussion content
- Video call links or dial-in details within calendar items
- Any data from within third-party calendar appointments

Calendar data is fetched in real time solely to determine free/busy windows. It is processed in memory and discarded immediately after the scheduling operation completes.

2.2 Data We Do Store

TEAMCAL AI stores the minimum data necessary to operate the platform:

- Account data: name, email address, job title, organisation name
- Authentication tokens: OAuth tokens for connected calendars (encrypted at rest), used only to query availability on demand
- Meeting scheduling metadata: time, duration, attendee email addresses, and meeting links for meetings created through TEAMCAL AI
- Usage logs: feature usage, login events, error logs (for security and platform improvement)
- Billing data: subscription status, payment history (payment card details handled by Stripe — not stored by TEAMCAL AI)

- Support communications: emails and chat logs with TEAMCAL AI support
- Analytics data: aggregated, anonymised usage metrics

3. RETENTION SCHEDULE

Data Category	Retention Period	Legal Basis	Deletion Method
Account & profile data	Duration of subscription + 30 days	Contract performance	Hard delete from all systems
OAuth / calendar tokens	Duration of active connection	Contract performance	Revoked and deleted on disconnection
Meeting scheduling metadata	Duration of subscription + 30 days	Contract performance	Hard delete from all systems
Usage logs (raw)	90 days	Security / legitimate interest	Automated purge
Aggregated analytics	36 months (anonymised)	Legitimate interest	Not individually deletable (non-personal)
Billing records	7 years	Legal / tax obligation	Archived, access restricted
Support communications	3 years from last interaction	Legitimate interest	Hard delete
Security incident logs	5 years	Legal obligation	Archived, access restricted
Backup data	30 days rolling	Business continuity	Automated overwrite
Calendar event content	NOT STORED	Not applicable	Not applicable

4. DELETION PROCEDURES

4.1 Account Closure / Contract Termination

When a subscription ends or a customer requests account closure:

- All account and scheduling data is scheduled for deletion within 30 days.
- Customers may request a data export before deletion by contacting security@teamcalendar.ai.
- TEAMCAL AI will confirm deletion in writing within 35 days of the deletion being completed.
- Billing records and security logs are archived per the retention schedule and are not subject to immediate deletion.

4.2 Individual Data Subject Requests

Data subjects (individual users) may request erasure of their personal data at any time. To submit a request:

- Email security@teamcalendar.ai with subject: “Data Erasure Request — [Account Email]”
- TEAMCAL AI will acknowledge within 5 Business Days and complete the erasure within 30 days.

- TEAMCAL AI will notify the requesting Data Subject of completion in writing.
- Where data must be retained for legal obligations (e.g., billing records), TEAMCAL AI will explain which data is retained and why.

4.3 Calendar Integration Disconnection

When a user disconnects a calendar integration (Google, Outlook):

- OAuth tokens for that integration are immediately revoked and deleted.
- No calendar data was stored, so no calendar data deletion is required.
- Meeting scheduling metadata previously created remains on record until account closure or erasure request.

4.4 Deletion Method

Deletion from production databases is a hard delete — records are removed, not soft-deleted or flagged. Backup purge follows the 30-day rolling backup retention. After 30 days, deleted records are no longer recoverable from any TEAMCAL AI system.

5. DATA PORTABILITY

Customers on ClientSync and Enterprise plans may request a machine-readable export of their scheduling data at any time during their subscription. Exports are provided in JSON or CSV format within 10 Business Days. Contact security@teamcalendar.ai or your dedicated account manager to request an export.

6. THIRD-PARTY PROCESSORS

Sub-processors (AWS, Stripe) operate under their own data retention policies. TEAMCAL AI ensures contractual obligations are in place requiring these processors to delete data in line with TEAMCAL AI's own deletion obligations. Specific sub-processor retention policies are available on request.

7. REVIEW AND UPDATES

This Policy is reviewed annually or whenever there is a material change to TEAMCAL AI's data processing activities. Material changes will be communicated to active customers with 30 days' notice. The current version is always available at teamcal.ai/privacy and trust.teamcal.ai.

8. CONTACT

Data & Privacy Requests
Email: security@teamcalendar.ai
Trust center: trust.teamcal.ai
Address: 855 Maude Ave, Mountain View, CA 94043, USA
Response time: 5 Business Days for all privacy requests