

PUBLIC

GLOBE2

# CANCELLATION OF ACCOUNT OR SERVICE

v1

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## Introduction

This document comes into scope when a customer terminates a service or their account. It is intended to help clarify what data will be held and what data will be destroyed upon termination of a service or account. It is recommended that any data or asset that is required after the termination of a service or account is downloaded or exported in advance.

Once data or assets have been deleted, they are unrecoverable.

## Web Hosting

### General

Upon cancellation of a hosting service, all files and data held in any associated database will be deleted from our server within 30 days of the order being submitted.

### Backup

We keep daily and monthly backups of sites on our servers; a deleted site will remain in the backup system for two months after the order is submitted, after which they will be unrecoverable. Note that recovery of files from the backup for a deleted site will incur a charge, it is recommended that all files and data are exported prior to ceasing the service.

## Microsoft

### General

Globe2 will never store customer documents, storage is provided by Microsoft and subject to Microsoft's terms of use. Files stored on a customer's local machine are out of scope and not applicable to this document. A guide on Microsoft is provided below, please refer to Microsoft for the latest terms.

A Microsoft license may provide cloud-based storage such as OneDrive, SharePoint or Teams.

### OneDrive

A Microsoft license runs for a contracted period, usually 30 days or annual. If the license is left to expire at the end of the contract documents may become inaccessible at any point after.

Microsoft retains documents after the cancellation of a service, this can be set at the tenancy level from 30 to 3650 days.

### SharePoint

Documents that are held in SharePoint will remain accessible via the Microsoft tenancy, provided at least one license is active.

If all licenses are cancelled and the account closed, Microsoft retains documents after the cancellation of a service, this can be set at the tenancy level from 30 to 3650 days.

## Teams

Access to Chats, the Calendar and Teams will be inaccessible to the individual if the associated license has expired. This data may still be visible and accessible to other team members within the Microsoft tenancy, provided at least one license is active.

## Backup

If a backup solution is in place, documents may be stored in the backup separately which are unaffected by the Microsoft licensing. See Backups for more information.

## Exchange

### Emails, Calendar, Tasks

Globe2 will never store customer any data associated with an Exchange license, these are provided by Microsoft and subject to Microsoft's terms of use. A guide is provided below, please refer to Microsoft for the latest terms.

An exchange license runs for a contracted period, usually 30 days or annual. If the license is left to expire at the end of the contract emails, calendar events and tasks may become inaccessible at any point after. Renewing the license within a 30-day period of the expiry will access to the data being restored – however emails sent to the mailbox in the period without a license may not be available or recoverable.

If left to expire beyond 30 days, all data associated with the license will be deleted.

## Backup

If a backup solution is in place, data assigned to a license may be stored in the backup separately which are unaffected by the Microsoft licensing. See Backups for more information.

## Telephony

### Numbers

Ceasing a phone license does not lose the number associated with it; this is retained within the account and can be reassigned at a later date.

Upon the closure of the account in its entirety, numbers will be ceased and returned to the national pool or may be reassigned by Globe2. Once the account is terminated, any numbers are by default no longer owned by the customer. Customers can opt to port any numbers required prior to ceasing the account.

### Call recordings

Ceasing a phone license or cancelling the Voice Recording service will result in all associated call recordings being permanently deleted and unrecoverable after the order has been processed. This will apply whether long-term storage has been agreed or not.

If call recordings are required after a license has been cancelled, you must download these for local storage prior to cancelling it.

## Call data

Ceasing a phone license does not lose the call data associated with it; this will continue to be visible in the phone system portal.

Upon the closure of the account in its entirety, access to the portal will be removed and data within it inaccessible. Globe2 may keep historical call data for internal use in encrypted form.

## Voicemail

Ceasing a phone license will result in any voicemails stored directly against that license being deleted. Voicemail in hunt groups to which the license is associated are unaffected.

Upon the closure of the account in its entirety, all voicemails will be deleted.

## Backups

Globe2 provides an optional backup service for Exchange and Microsoft which includes Exchange mailboxes, OneDrive folders, SharePoint folders and Teams. These services are not backed up unless specifically requested.

Backups are by default set on an account level, with all associated services backed up. Individual services can be deselected, paused or deleted within your portal.

Any mailbox or data associated with a Microsoft license will remain in the backup after a license has expired and can be restored. The data will be available whilst the backup service remains active.

Data in the backup is deleted upon ceasing the backup service.

## Process

A request to cease an account or service must be received from an authorised contact within the customer account.

A Support ticket will be created confirming the order; a copy of this Policy Document should be provided.

Confirmation of the completion of the order will be communicated via the Support ticket.

## Customer data

Upon closure of the account, personally identifiable customer details may be retained within our CRM and mailboxes in compliance with the GDPR Act.