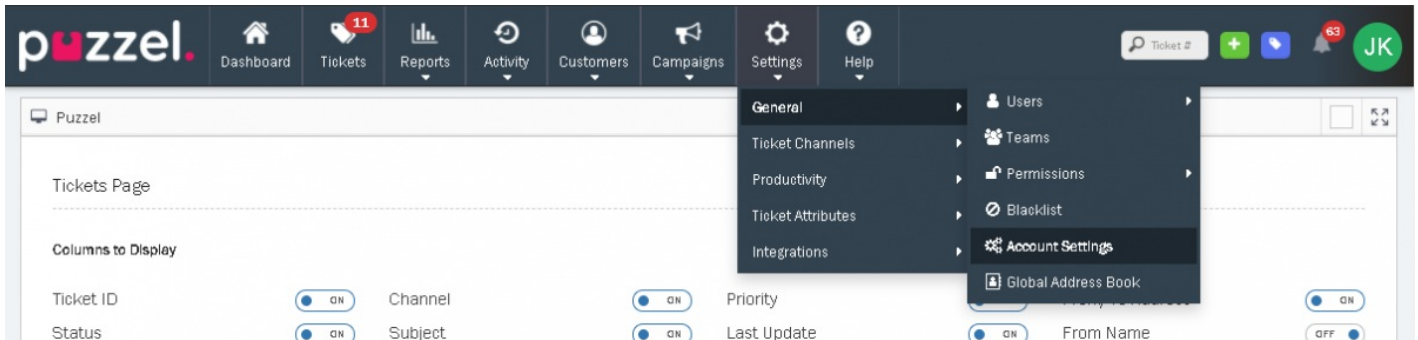


## Retention Period & Automatic Deletion

Ensure data is not removed unintentionally whilst also making sure you aren't keeping data longer than you need, to comply with the GDPR regulations. You can make this configurations in the **Account Settings** section:



Set your retention period and automatic deletion period for Tickets and Customers under the Accounts Settings.

**Retention Period:** How long data must be kept or retained before it can be removed. Tickets cannot be deleted from Puzzel Case Management if they are still within the set Retention period.

**Automatic Deletion Period:** How long data is kept before it is automatically removed from the system. Any data older than the set period is removed.

### GDPR

**Please Note:** Changes to Data Retention and Automatic Deletion will go into effect immediately. Tickets or Customers older than Deletion period will be scheduled for deletion. Tickets cannot be recovered once deleted.

#### Tickets

Retention Period:

month(s)

Automatic Deletion Period:

year(s)  from ticket creation date  from ticket resolve date

#### Customers

Retention Period:

year(s)

Automatic Deletion Period:

year(s)

**Tickets:** The Retention and Automatic Deletion Periods for retaining & removing individual Tickets.

**Customers:** The Retention and Automatic Deletion Periods for retaining & removing Customers.

#### Note

Customers cannot be removed if they still have associated Tickets.