

# EN - Customer data cancellation policy

This document describes the policies and procedures that 4Science uses to delete customer-owned data once the business agreement is terminated or expired.

## Where the data is stored

The data saved through the applications that 4Science provides are always stored in the cloud, on Amazon Web Services (AWS, <https://aws.amazon.com>), unless explicitly agreed with customers and reported into the business agreement. In the latter case, the deletion procedures are also defined separately.

The above data may be contained in:

- AWS RDS Database tables (eg.: Postgresql and Mysql) or similar (eg.: DynamoDB, Redshift, etc.) ;
- AWS S3 Buckets or Glacier;
- AWS EC2 EBS Disks;

## What happens when the business agreement expires

When business agreement expires, customer data is securely deleted from any media used by / in the possession of 4Science without possibility of recovery. It is understood that the deletion processes are implemented after the completion of any return / migration of the data to the customer (return / migration methods defined in the business agreement).

Customer **databases** are deleted (with their backups). At this point the instances are no longer accessible and it cannot be restored and will not be listed by any of the AWS tools or APIs.

**S3 buckets** are deleted using automatic 4Science procedures. When an object is deleted from Amazon S3, removal of the mapping between the name and the object starts immediately, and is generally processed within several seconds. Once the mapping is removed, the access to the deleted object will become impossible. The underlying storage area is then reclaimed for use by the system.

The AWS EC2 **EBS volumes** are deleted (with their backups) starting the data wiping procedures performed automatically by AWS. If the customer requires that all data must be wiped via a specific method, such as those detailed in NIST 800-88 ("Guidelines for Media Sanitization"), it shall be specified and reported in the business agreement.

In addition, when an AWS storage device has reached the end of its useful life, a deactivation process designed to prevent customer data from being exposed to unauthorized individuals, is deployed. AWS uses the techniques detailed in NIST 800-88 ("Guidelines for Media Sanitization") as part of the decommissioning process.