

SUPPORT DATA RETENTION SCHEDULE

This Data Retention Schedule explains how long Mitel keeps your information, as applicable, submitted via the Mitel web support ticketing system/portal (ServiceNow Ticketing System).

Content Type ⁱ	Description	Duration
Contact Data	Salutation, last name, first name, country, language preferences, company name	12 months from the date of last use/interaction
User account and user contact	Contact Data, Business contact details (e.g. business company, address, business telephone number, business email address) last Login, user type, permissions, roles	3 years from last active date
Log data	System logs for audit purposes which may contain event timestamps, user ID, IP address, device ID, and country.	10 years from the date the ticket is closed for billable tickets and 3 years for nonbillable tickets after the contract is terminated.
Tickets (Customers)	Contact Data and any other personal data made available to Mitel with regards to an incident report	10 years from the date the ticket is closed for billable tickets and 3 years for nonbillable tickets after the contract is terminated.
Problem tickets (Partners)	Contact Data and any other personal data made available to Mitel with regards to a problem report.	5 years from the date ticket is closed
Build tickets	Contact Data and any personal data made available to Mitel for build and installation purposes.	10 years from the date ticket is closed
Attachments	Names, IP address, email address, telephone number, domain name, inbound and outbound faxes, user-saved or stored content shared among users, email communications and any other personal data made available to Mitel.	6 months after the ticket is closed

ⁱ Data is stored in Germany.