

Data Retention Policy

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Company Registration Number: 17091516

ICO Registration: Pending

1. Purpose

This Data Retention Policy explains how **Zentrix Hosting Ltd** ("Zentrix Hosting", "we", "us", or "our") retains and manages personal data and other information collected through our services.

This policy supports our obligations under:

- the **UK General Data Protection Regulation (UK GDPR)**
- the **Data Protection Act 2018**
- other applicable UK data protection and record-keeping laws

The purpose of this policy is to ensure that personal data is **not retained longer than necessary** while allowing us to fulfil operational, legal, security, and regulatory requirements.

2. Principles

Zentrix Hosting follows the following principles regarding data retention:

Personal data is retained **only for as long as necessary** to fulfil the purpose for which it was collected.

Data retention periods are determined based on **legal, operational, and security requirements**.

We regularly review stored data to ensure it remains necessary.

Where data is no longer required, it is **securely deleted or anonymized**.

Retention requirements may differ depending on whether Zentrix Hosting is acting as a **Data Controller or Data Processor**.

When acting as a **Data Processor**, customers remain responsible for determining the appropriate retention period for data stored within their hosted services.

3. Standard Data Retention Periods

The following table outlines typical retention periods used by Zentrix Hosting.

Support Tickets

Retention Period: **24 months**

Purpose:

To maintain support history, resolve ongoing issues, and improve service quality.

Billing and Financial Records

Retention Period: **6 years**

Purpose:

To comply with **HMRC tax and accounting obligations** under UK law.

Login and Access Logs

Retention Period: **90 days**

Purpose:

- security monitoring
- fraud prevention
- troubleshooting access issues

Security and Infrastructure Logs

Retention Period: **30–90 days**

Purpose:

- infrastructure monitoring
- intrusion detection
- incident response
- abuse investigation

Live Chat Transcripts

Retention Period: **Up to 12 months**

Purpose:

- support quality monitoring
- staff training
- dispute resolution

Contact Form Submissions

Retention Period: **Up to 12 months**

Purpose:

- responding to enquiries
- resolving customer requests
- supporting ongoing communications

Account Data

Retention Period:

active for the duration of the account
retained for **6 months after account closure**

Purpose:

fraud prevention
dispute resolution
legal compliance

Backups

Retention Period: **30-day rolling backup cycle**

Purpose:

disaster recovery
system restoration
service continuity

Backup data is automatically overwritten as part of the normal backup rotation and is **not individually modified or deleted**.

4. Hosted Customer Data

Zentrix Hosting provides infrastructure and hosting services.

Customers may store personal data within their hosted applications, websites, databases, or services.

In these situations:

Zentrix Hosting acts as a **Data Processor**

The customer acts as the **Data Controller**

The customer is responsible for determining appropriate retention periods for personal data stored within their hosted services.

Zentrix Hosting does not routinely access, monitor, or modify hosted customer data unless required for:

- system maintenance
- abuse investigation
- technical troubleshooting
- legal or regulatory obligations

5. Legal and Regulatory Requirements

Certain records must be retained for specific minimum periods under UK law.

Examples include:

- financial records required by **HMRC**
- records required for **tax reporting and audits**

Where legal obligations require longer retention, those requirements **override standard operational retention periods**.

6. Security and Abuse Investigation Retention

In cases involving security incidents, abuse reports, fraud investigations, or legal disputes, Zentrix Hosting may retain relevant information longer than the standard retention period.

Examples include:

- abuse reports
- network attack logs
- fraud investigations

security incident evidence

Such data will be retained only for as long as necessary to resolve the investigation or comply with legal obligations.

7. Data Deletion and Anonymization

When personal data reaches the end of its retention period, Zentrix Hosting will either:

Delete the data permanently from active systems and storage media; or

Anonymise the data so that individuals can no longer be identified.

Deletion processes may include:

- secure file removal
- database record deletion
- automated log rotation
- backup expiration through normal retention cycles

Backup data is not individually edited and is removed automatically as part of the scheduled backup rotation.

8. Exceptions and Legal Holds

In certain circumstances, Zentrix Hosting may retain data beyond normal retention periods.

Examples include:

- active legal proceedings
- regulatory investigations
- law enforcement requests
- unresolved disputes or abuse investigations

During such periods, relevant data may be placed under a **legal hold** to prevent deletion until the issue is resolved.

9. Data Subject Rights

Individuals have rights under **UK GDPR**, including the right to:

- access their personal data
- request correction of inaccurate data
- request deletion of personal data
- request restriction of processing

Where such requests are compatible with legal and contractual obligations, Zentrix Hosting will process requests within applicable legal timeframes.

10. Policy Review

This Data Retention Policy may be updated periodically to reflect changes in legal requirements, infrastructure practices, or operational needs.

The latest version of this policy will always be published on our website.

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