

Data Retention and Account Closure

How long we keep each kind of data, and what happens when you cancel or close your account.

Policies Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Hosted data is deleted when the service ends; download it first.
- Closing your account cancels your services; your personal details are deleted 30 days later.
- Invoices and payment records are kept for 7 years because tax law requires it.
- Support can reopen a closed account within 30 days.

This summary helps you find your way. The full text below is what applies.

This policy explains how long we keep data and what happens when you leave. It's part of our Terms of Service and Privacy Policy.

1. Retention periods

WHAT	HOW LONG WE KEEP IT
Websites, databases, mailboxes on a cancelled hosting or email service	Deleted when the service ends
A cancelled VPS server	Final snapshot kept 14 days, then deleted
Services cancelled for non-payment	Suspended at the end of the billing period, deleted 30 days later
Account and contact details	30 days after account closure, or 90 days after your last service ends
Invoices and payment records	7 years (Australian tax law)

WHAT	HOW LONG WE KEEP IT
Support conversations	2 years after they're resolved
Sign-in records	90 days
Newsletter subscription	Until you unsubscribe; unconfirmed sign-ups 7 days
Backups	As set out in our Backup Policy

2. Cancelling a service

- 2.1 When you cancel a service, it keeps running to the end of the billing period unless you choose to stop straight away. Then its data is deleted.
- 2.2 Download your files, databases and email before the service ends. We can't recover data after deletion.

3. Closing your account

- 3.1 The account owner can close the account from **My profile** → **Close account** in the client area.
- 3.2 You'll see your active services and any unpaid invoices, choose to cancel services at the end of their billing periods or straight away, confirm with your password and two-step sign-in, and confirm the email we send you.
- 3.3 Unpaid invoices must be paid or are cancelled under our Terms of Service. Refunds follow our Refund and Cancellation Policy.
- 3.4 Support can reopen a closed account within 30 days. After that, your account and personal details are deleted, except invoices and payment records we must keep.

4. Your right to deletion

- 4.1 You can ask us to delete personal information we hold about you at any time. We'll delete it unless we need to keep it for a legal reason, and tell you what we kept and why.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.