



# Data Retention and Deletion Policy

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**Purpose statement:** This policy describes how LatentWorlds AI B.V. retains and deletes data, including personal data, in a way that supports customer control, security, and legal compliance.

**Document status:** Public

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**Owner (top management):** Alejandro Daniel Noel, Cofounder & CTO

**Website publication location:** <https://www.latentworlds.ai/policies/data-retention-and-deletion>

**Contact:** [policy@latentworlds.ai](mailto:policy@latentworlds.ai)

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# 1. Principles

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LatentWorlds retains data only as long as necessary to provide the Website and Services, meet contractual commitments, and comply with legal obligations. Our retention approach follows these principles:

- **Customer control for Customer Content.** For DataCore deployments, customers control retention settings for their content where the product supports it, and we follow the customer's instructions.
- **Data minimization.** We avoid retaining data "just in case" and limit retention to what is operationally required.
- **Secure deletion.** We use deletion processes intended to remove data from active systems and to expire data from backups over time.
- **Operational auditability.** We retain limited operational logs to support security, incident response, and reliability.

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## 2. Scope

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This policy covers:

- website and business communications data (including pilot requests);
- recruiting data; and
- data processed in connection with the DataCore Services, including Customer Content and Service Data.

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## 3. Retention schedule (standard)

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The following schedule describes our standard retention timeframes. Where a customer contract specifies different retention, the contract controls.

### 3.1 Website and business communications

- **Pilot requests and inbound inquiries:** up to **24 months** after our last interaction.
- **General business correspondence (customers and partners):** for the duration of the relationship and up to **24 months** thereafter.
- **Marketing emails:** until you unsubscribe or the relationship ends, and then up to **12 months** to maintain suppression records (so we honor opt-out requests).

### 3.2 Recruiting

- **Applications and interview materials:** up to **12 months** after the role is closed.
- **Hired candidates:** recruiting materials become part of the personnel file and are retained in line with employment record requirements.

### 3.3 DataCore Services

- **Customer Content (recordings, logs, annotations, datasets):** retained according to customer configuration and instructions. If no explicit retention rule is configured, Customer Content is retained for the duration of the customer's use of the Services.
- **Account data (authorized users):** retained for the duration of the customer relationship and up to **24 months** thereafter for account history, security, and billing support.
- **Security and audit logs:** retained for up to **12 months** unless a shorter retention is configured by the customer or required by the deployment model.
- **Support artifacts:** when customers provide diagnostic bundles or logs for support, we retain them only as long as needed to resolve the support issue, and typically no longer than **90 days**, unless the customer requests longer retention.

### 3.4 Backups

For systems under our operational control, backups are used for disaster recovery and integrity. Backups are protected with access controls and are not used for routine access to Customer Content.

When data is deleted from active systems, it may persist in backups until those backups expire. Our standard backup retention is up to **90 days**.

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## 4. Deletion and return of data

### 4.1 Customer Content

Upon written customer request, or upon termination/expiration of the customer contract, we will delete Customer Content from active systems within **30 days**, unless a different timeframe is agreed in the contract.

If the customer requests export/return of Customer Content, we will support export in a reasonable format aligned with the Services' capabilities and the customer's deployment model.

### 4.2 Website and recruiting data

If you request deletion, we will delete or anonymize data where legally permitted and where we do not need to retain it for compliance or to establish, exercise, or defend legal claims.

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## 5. Exceptions and legal holds

We may retain data longer where required by law (for example, accounting and tax records) or under a legal hold. If a legal hold applies, we will restrict access and retain only what is necessary until the hold is lifted.

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## 6. Contact

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Questions about this policy, or deletion requests related to our Website, can be sent to [policy@latentworlds.ai](mailto:policy@latentworlds.ai). If your data is processed through a customer deployment, please contact the customer administrator first; we will support the customer as required.

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## 7. Adoption and signature

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By signing this document, top management adopts this Data Retention and Deletion Policy for publication and use.

**Adopted on:** 2026-02-24

**Alejandro Daniel Noel**

Cofounder & CTO, LatentWorlds AI

Signature:

