UnityOne Data Retention Policy

1. Introduction

This document details UnityOne's Data Retention policy. The Data Retention policy covers the amount of data retained within UnityOne, the period of retention, and any additional costs associates with exceeding the allocated storage.

2. UnityOne's Monitoring Data Retention Policy

The below table specifies the data type and retention policy for UnityOne's monitoring data collection.

Data Type	Criteria	Default Retention
Monitoring Metric - Row data	Metrics collected from Managed devices	60 Days
Monitoring Metric - Trend data	Metrics collected from Managed devices	90 Days
Events	Open Row Events	Event Open
Events	Row Events from all Sources	45 Days
Events	Suppressed & closed	45 Days
Alerts	Open Alerts	Alert Open
Alerts	Event Occurrence History	45 Days
Conditions	Open Conditions	Condition Open
Conditions	Condition History	45 Days
Activity Logs	Activity Logs	90 days

UnityOne provides 1GB of data storage per device under monitoring, alerting, logs, and management. Additional data usage for a device will incur an overage charge of $2/GB/month. The number of metrices collected per device, the polling interval, and retention period may be adjusted to modify the data retained per device. A typical configuration is up to 100 metrices collected per device, a 5-minute polling interval, and a data retention period of 60 days.

3. UnityOne's IT Service Management Data Retention Policy

The below table specifies the data type and retention policy of UnityOne's ITSM tickets data.

Data Type	Criteria	Default Retention
Database	Open & Closed Cases, Contacts, Accounts	90 days
Attachment Files	Email, JPEF, PDF etc.	90 days
Audit Logs	Detailed activities on case handling	90 days

UnityOne's ITSM provides 1GB of data storage for databases, 1GB of data storage for Attachment Files, and 1GB of data storage for Audit Logs. Additional data usage will incur an overage charge of $60/GB/month for database, $20/GB/month for Attachment Files, and $20/GB/month for Audit Logs. A typical configuration is retain the ITSM data for 90 days.

4. UnityOne Data Archival

UnityOne provides a UnityOne Blob service, which provides long term data archival and restore capability to enable analysis of historical data, along with meeting statutory and legal compliance requirements. UnityOne can be setup to run in a off-line mode to load and analyze data retrieved from UnityOne Blob. UnityOne Blob service for a tenant is hosted in a secure private cloud at the same location as the UnityOne active data for that tenant, following the same security standards as UnityOne, and ensures that GDPR and data sovereignty requirements are met for the tenant's data. The UnityOne Blob service is charged at $0.05/GB/month of data stored.

Additionally, UnityOne provides an export function to save the UnityOne data to the customer's external hosted storage provider, like AWS, Azure, or its on-premise storage appliance.

Customer can archive or export their older data from UnityOne and then purge this data from the UnityOne databases, to manage their data usage with be within the allocated data storage and not incur any data usage overage charges.