Backup, Retention and Exit Statement

Kanriva™ and FlowCrew™

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1. Why this document exists

Two questions decide whether an operations platform is safe to depend on: *what happens if the data is lost*, and *what happens if we leave*. This document answers both in plain terms, including where the answer is less comfortable than a marketing page would suggest.

2. Backups

Item	Position today
Frequency	Full backup, **monthly**
Storage location	European Union
Encryption	Backups are stored encrypted
Recovery point objective (RPO)	Up to one month
Recovery time objective (RTO)	Target one business day after a confirmed request
Restore testing	Performed when a change affects the data model
Point-in-time recovery	Not available
Customer-triggered restore	On written request from an authorised contact

Read this honestly. A monthly cycle means that in a worst-case total loss, up to one month of changes could be lost. In practice the exposure is smaller than it looks, because schedules are rebuilt weekly, exports are held locally by most customers, and uploaded source files (for example volume forecasts) usually still exist outside the platform. But it is a real limitation, not a formality.

If your risk assessment requires a shorter RPO — daily backups, or point-in-time recovery — say so **before signature**. It can be arranged as part of the agreement rather than discovered afterwards.

3. What you can export yourself, at any time

Export is a first-class feature, not a concession:

- Schedules and the monthly schedule matrix — Excel and PDF.
- Workload, plan-versus-actual and productivity analyses — Excel.
- Presence, overtime and surcharge overviews — Excel.
- Absence and holiday overviews, per department and per period — Excel.
- Worker and department lists, including the fields you maintain — Excel.
- Shift handovers (Overdracht), including carry-over items — exportable for reports and overviews.
- Audits, improvement registers and action lists — Excel and PDF.

Every export is scoped to your own organisation and carries your own data only. No request to Kaizen Kanri is required, and no export is disabled at the end of a subscription while the account is still live.

4. Retention

Data	Retention
Operational records (schedules, presence, workload, handovers, audits, personnel follow-up)	For the term of the subscription, until you delete them, or as required by your own retention policy
Uploaded documents and images	As above
User accounts	Until removed by your administrator or until account deletion
Audit trail / change history	With the record it belongs to
Application error logs	Rolling, short-term, for troubleshooting only
Deleted account	Archived and recoverable for **30 days**, then permanently removed
Backups containing deleted data	Overwritten in the normal backup cycle

Kaizen Kanri does not impose a retention period on your operational data — that is the controller's decision. What it does guarantee is that deletion is real, automated and verifiable.

5. Deleting an account

1. An authorised administrator requests deletion, in the application or in writing.
2. A confirmation email is sent, so a deletion is never silent.
3. The tenant is **archived immediately**: it disappears from use, but remains recoverable.
4. For **30 days** the account can be restored on request. This window exists so that an accidental cancellation, a disputed termination or a departing administrator cannot destroy your records.
5. After 30 days an automated process permanently deletes the tenant and all associated records from the production database. No manual step is required and none can be forgotten.
6. Backups are overwritten in the normal cycle. Kaizen Kanri does not selectively delete individual records from historical backups; on request it confirms in writing when the last backup containing your data has been overwritten.

6. Exit checklist

If you decide to leave, this is the sequence that protects you:

1. **Export everything you need** from each module — see section 3 — or request a complete structured export in writing.
2. **Confirm the export is readable** in your own systems before anything is deleted.
3. **Request deletion in writing**, naming the authorised contact.
4. **Note the 30-day date.** Until then, restoration is possible; after it, the data is gone.
5. **Ask for the deletion confirmation** and, if your policy requires it, for written confirmation that backups have been overwritten.
6. **Remove FlowCrew™ access** for your workers — deleting the tenant already invalidates their accounts, but your own offboarding checklist should record it.

There is no exit fee, no export fee and no retention hostage. If a supplier makes leaving expensive, the product was never the reason you stayed.

7. Contact

Questions about backups, recovery, retention or exit: info@kaizenkanri.nl. Requirements that differ from the above can be agreed in writing per customer.

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