Customer Data portability

Learnifier Support - 2024-12-27 - API, SAML, integrations and general settings

Overview

When you decide to end your agreement with us, it's important to understand the steps and what to expect. This article will guide you through the process, specifically focusing on the key points outlined in our Terms of Service under item 2.6 regarding data portability and deletion.

Notice of Termination

If you choose not to renew the agreement, you must notify us in writing at least 30 days before the end of the current term. You can send this notice via email to support@learnifier.com or through any other written form as specified in your agreement.

Data Portability and Access

Upon termination or expiration of the agreement, we will continue to provide our services and adhere to the agreement's requirements until the end of the term. Here's what happens next regarding your data:

Requesting Data Export: You have the right to request an export or download of your Customer Data within 90 days after the termination or expiration date. This can be done by contacting our support team. During this 90-day period, we will make your data available to you as outlined in the service documentation.

Data Format: The data will be provided in a standard, commonly used format. This typically includes:

CSV or Excel Files: For structured data such as user information, course completions, and activity logs.

XML or JSON Files: For more complex data structures that need to preserve relationships between different data entities.

PDF or Word Documents: For any reports, certificates, or other document-based data.

Media Files: Any videos, images, or other multimedia content will be provided in their original formats (e.g., MP4, JPEG, PNG).

Database Exports: If applicable, raw database dumps in SQL format for comprehensive data sets.

Scope of Data Export: The export will cover all relevant data generated during your use of our services, including:

User Data: Personal information, account details, and certifications.

Course Data: Course materials, completion records, survey and quiz results, and feedback.

Reports and Analytics: Any generated reports, usage statistics, and analytic data.

Data Deletion

After the 90-day period, we have no further obligation to maintain or provide your Customer Data. Following this period:

Data Deletion: We will delete or destroy all copies of your Customer Data within our systems and under our control. This process will be conducted in accordance with our data protection policies and applicable legal requirements.

Legal Exceptions: If we are legally required to retain certain data, we will do so in compliance with those regulations.

Assistance with Data Transfer

If you require assistance transferring your data to a new service provider, we can provide reasonable support upon a separate agreement. This assistance aims to ensure an orderly and efficient transfer of your data.

Final Steps

Confirm Termination: Once the data export is completed and you have confirmed all necessary information has been transferred, we will proceed with the final steps of the termination process.

Account Closure: Your account and access to our services will be fully terminated.

Contact Us

For any questions or to initiate the termination process, please contact our support team at support@learnifier.com. We are here to assist you throughout this process to ensure a smooth and efficient transition.

Conclusion

Ending your agreement with us is a structured process designed to protect your data and ensure you have the necessary support for transitioning. Please ensure you follow the outlined steps and timelines to avoid any complications.