

## Retention Policy

(As of May 2019)

<b>Type of data</b>	<b>Retention timeframe*</b>
<i>License Usage Data</i>	180 days
<i>Aggregated Usage Data</i>	5 years
<i>Support Usage Data</i>	180 days
<i>Service Data - VictorOps</i>	30 days after end of Customer contract term upon request, or 2 years from ingestion, whichever comes later
<i>Support diagnostic files provided by Customers</i>	30 days after support case closed or up to 180 days for active support case, whichever comes first

\*Cloud log and event stream data excluded.