Exigo Data Retention Policy

Exigo, LLC ("Exigo") employs a varied data retention policy to better optimize the performance and cost overhead of customer data. This is performed by classifying data into various categories based on intended/expected data usage to determine the retention behavior.

This is an ever-evolving policy based on determined usage of the various

Data Retention Categories

Exigo classifies data into multiple categories defined by its intended use. The categories include:

- Transactional – This is data that is required for standard business operations. All data in the Exigo Platform is considered Transactional unless otherwise classified. Transactional data is never removed from the Production Exigo System without explicit request/permission from the client.

- Disposable – This data is considered disposable as it is intended to be used queues, analytics, logging, diagnostics, or the like. This data is purged permanently from the Exigo System after a defined duration. There should never be any long-term business objective associated directly to this data without consulting Exigo first.

- Archivable – This is data that is determined to no longer be relative to business operations after an established duration. This is data that is maintained by Exigo but archived from the Production System. This data is available upon special request.

Extended Database Tables

Any Extended database entity can be configured as Archivable or Disposable as appropriate. This is done by configuring a Date field on the entity to use for a retention calculation based on a configurable number of days. This is customer defined.

NOTE: An extended entity cannot be marked as both archived and disposable.

Appendix I – Disposable Data Sources

The following table includes the data sources determined to contain Logging data, along with the retention criteria of the data within:

Logging

The Exigo System contains many logging data sources that have a determined relevancy duration.

Table Name	Duration Retained
OrderCommitFailureLog	Default 3-months, Exigo overridable
ReplicationErrorLog	Default 3-months, Exigo overridable
ReplicationEventLog	Default 3-months, Exigo overridable
OutMailLog	Default 3-months, Exigo overridable
BroadcastLog	Default 3-months, Exigo overridable
CacheLog	Default 3-months, Exigo overridable
AutoChargeLog	Default 3-months, Exigo overridable
ErrorLog	Default 3-months, Exigo overridable
ConversationLog	Default 3-months, Exigo overridable
AutoOrderLog	Default 3-months, Exigo overridable
ApiLog	7-days
ApiSession	1-day
AutoOrderQueueLog	Default 3-months, Exigo overridable
PeriodRankScore	3 full period months
OrderRate	7-days moved to archive and purged after 60
ApiSession	3-days
PropertyBag	3-days
tempOrders	7-days
tempOrderDetails	7-days
tempOrderDetailSerial	7-days
tempVendorBill	3-days
tempVendorBillItem	3-days
tempVendorBillDetails	3-days

Communications

- Queue Tables – All queue records that exceed 3 days in age that have errored are removed permanently. This includes the following tables:
    - MailDeliveryQueue
        - MailDeliveryAddress
    - BroiadcastQueue
    - MailOutQueue
    - TableInsertQueue

Appendix II – Archivable Data Sources

The following table includes the data sources determined to be Date Relative/Archivable:

Commissions

- <u>Custom Commission Tables</u> – Often during commission plan execution, custom tables unique to the calculations are created to facilitate those calculations. Data within those tables are maintained for 16 full months' worth of periods.

- <u>VolumeDetail Tables</u> – 16 full period months of data is maintained for this table.

- <u>RunBinaryTransaction Tables</u> – 16 full period months of data is maintained for this table.

- Details of the commission tree for when a particular commission was paid or the research data of how or why a person was paid a certain amount will be retained for 12 months for Nano and Express Service Level Clients, 24 months for Standard Service Level Clients, and 36 months for Enterprise 1 Service Level and above.

- Unaccepted commission runs retained for 90 days

Periods

<u>Period Volume Tables</u> – A set number of months' worth of full periods as defined by the Exigo Tier. This includes both the *<u>PeriodVolume</u>* and *PeriodVolumeDetail* tables.

- <u>Queue Tables</u> – All queue records that exceed 3 days in age that have errored are removed permanently. This includes the following tables:
    - MailDeliveryQueue
    - MailDeliveryAddress
    - BroiadcastQueue
    - MailOutQueue
    - TableInsertQueue
    - PushNotificationMessage

Files (Internally known as BinaryData)

- The File Storage system used for storing binary files within the Exigo database has an infrequent tendency to collect orphan records when a parent reference from another subsystem is removed without removing the child File. In lieu of that all orphaned files are Archived when detected as an orphan.
- BinaryData that is considered inactive (not accessed or modified) for over 60 days are archived. If the archived file is requested or modified, it will be pulled back into the production database until it becomes inactive and hits the threshold again.

Miscellaneous

- .bak Tables – Tables are often created in a .bak schema within the Exigo System when performing various operations, including but not limited to: imports, migrations, corrections, etc. Those tables are maintained in the Live database for 30 days, after which they are moved to the archive database.
- Other Archived Tables:

Table Name	Retained Days	Field Determined By
MerchantLog	385	RequestDate
VendorCard	90	RequestDate
AccountChangeLog	180	ModifiedDate
AutoOrderChangeLog	180	ModifiedDate
CustomerChangeLog	180	ModifiedDate
CustomerWall (enabled by request)	365	EntryDate
MoneyInLog	7	RequestDate
MoneyInLogDetail	7	RequestDate
OrderChangeLog	180	ModifiedDate
VendorCardLog	365	RequestDate

Database Tuning

Exigo works together with their customers to determine what data is vital to their operations, and subsequently, where optimizations in the system can be achieved. This is often done by configuring unique tables for either archiving or purging to help better facilitate the customer's objectives.

Mobile App and Third-Party Integrations

Exigo retains some data for troubleshooting third party integrations and the Exigo mobile app. The retention policy is to purge such data after 12 months.