

VNC-SAAS-LEG-04 · Version 1.2 · Effective 15 October 2026

Cancellation and Data Export Policy

How to end the subscription, what happens to your data, and how to take it with you

This policy forms part of the Subscription Terms. It describes how a subscription ends, how the Customer can export its data at any time, and when VNC deletes Customer Data.

1. Export at any time

- 1.1 Administrators can export Customer Data at any time during the subscription from the admin console, without VNC's involvement and free of charge.
- 1.2 Export formats are open and documented: mail in EML, calendars in iCalendar, contacts in vCard, files in their original formats in a ZIP archive, chat messages and channel history in JSON, tasks, CRM and workflow records in CSV and JSON.
- 1.3 Exports are produced per tenant or per user and delivered as downloadable archives. Large exports may be split into several archives.

2. Cancellation

- 2.1 The administrator cancels in the admin console. Cancellation takes effect at the end of the current billing period. Until then the service remains fully available.
- 2.2 VNC confirms the cancellation and the end date by e-mail to the administrator and the billing contact.
- 2.3 A cancellation can be revoked in the admin console until the end date.

3. After the end date

- 3.1 Export window: for 10 days after the end date, administrators can still log in to the admin console in read-only mode to run exports. Users can no longer log in. The Customer is reminded of the export window in the cancellation confirmation and three days before it closes.

- 3.2 Deletion: after the export window, VNC deletes Customer Data from production systems within 14 days and from backups within a further 30 days in the ordinary backup rotation. VNC confirms deletion on request.
- 3.3 Billing records that VNC must retain under commercial and tax law are kept for the statutory period and are not Customer Data in the sense of this policy.
- 3.4 Where the subscription ends because of termination by VNC for cause, the export window still applies unless mandatory law or a court order prevents it.

4. Moving to a self-hosted VNClagoon

- 4.1 The service runs the same platform as self-hosted **VNC**lagoon. Customers who move to a self-hosted or private-cloud deployment can request a migration service under a separate agreement.

5. Regulatory note

- 5.1 This policy implements the switching and data portability requirements applicable to cloud services in the European Union, including the obligation to make export possible in commonly used, machine-readable formats and without charge for the export itself.

PART OF THE VNCLAGOON SAAS AGREEMENT

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[Data Processing Agreement](#) [Service Level Agreement](#) [Sub-processors](#)

