



ReguShield AI

PILOT SUCCESS KIT

PILOT DOCUMENTATION

Data Retention & Deletion

Part of the ReguShield AI Pilot Success Kit — everything your team needs to run a successful compliance-intelligence pilot.

This document describes ReguShield AI's pilot environment as currently implemented. It is provided for customer due diligence and is not a warranty or certification.

1. Purpose

This document explains what customer data ReguShield AI stores during a pilot, where it is stored, how long it is kept, and how a customer can clear their workspace or request full deletion.

2. Controller / Processor Roles

- The **customer is the data controller** for the operational records they upload.
- **ReguShield AI acts as the data processor** for that customer-uploaded data, processing it on the customer's instructions to provide compliance analysis.

A Data Processing Agreement (DPA) template is available in this pilot kit and on request.

3. What Data Is Stored & Where

All customer data is stored **within the European Union**, on PostgreSQL via Supabase (Dublin / Amsterdam region). This includes:

- **Uploaded operational records** — the CSV/Excel transaction and customer-signal fields a customer ingests for analysis (e.g. transaction amounts, KYC status, risk signals, jurisdiction fields).
- **Analysis outputs & logs** — risk scores, rule hits, narratives and the in-app audit trail of uploads, actions, evidence and report generation.
- **Evidence & document uploads** — files uploaded to the Evidence/Document panels, stored in Supabase Storage in per-user folders.
- **Workspace & profile data** — organisation profile, frameworks in scope, members and activation status.

Case analysis outputs reference anonymised transaction fields; customers should not upload personal identifiers or special-category data that are not required for analysis (see the GDPR Privacy Notice in this kit).

Data is protected by Postgres Row-Level Security keyed to the verified Supabase session email, so each workspace is isolated to its owner.

4. Retention During the Pilot

- **Pilot workspace data: 90-day default retention.** Pilot data is retained for the duration of the pilot, with a 90-day default for workspace data.
- **Enterprise / paid engagements:** retention is configurable per the Data Processing Agreement.

Retention periods can be discussed and agreed in the pilot or DPA terms.

5. Clearing Your In-App Workspace

A customer can remove data from their own workspace directly in the application:

- Delete or clear records, evidence and actions through the relevant pilot pages (e.g. uploads/history, evidence, action centre).
- Because Supabase is the source of truth, removing data in-app removes it from the EU-hosted database under that workspace's RLS scope.

The browser's local cache is a separate convenience layer (see Section 6) and does not hold the authoritative copy.

6. Local Device Cache Behaviour

For fast loading, the browser keeps a `localStorage` cache of workspace state on the device. This cache:

- Is **purged on logout**.

- Is **purged on inactivity timeout**.
- Is **replaced if a different user signs in on the same device** (owner-change purge).

The cache is never the authoritative store. Clearing it does not delete cloud data, and clearing cloud data does not depend on the cache being present.

7. Requesting Full Deletion

To request full deletion of a workspace and its underlying cloud data:

1. Email **hello@regushield.ai** from the workspace owner's email address, stating the workspace/organisation and that you request deletion.
2. We will confirm the request and delete the associated case data, analysis logs, audit records and evidence files held in the EU-hosted Supabase database and storage.
3. Residual copies may persist temporarily within the managed platform's **backups** (Supabase-managed) until those backups age out on the platform's normal cycle. We do not retain a separate independent copy outside that managed environment.

As processor, ReguShield AI will action deletion on the controller's documented instruction. Where the customer is exercising data-subject rights on behalf of an individual, see the GDPR Privacy Notice in this kit.

8. Support / Deletion Contact

For retention questions or deletion requests:

hello@regushield.ai