



FYLD Ltd

End of SaaS Agreement Data Download Policy

Purpose

This End of SaaS Agreement Data Download Policy outlines the terms under which you, the Customer of FYLD Ltd can retrieve and manage your data upon termination of the Master License Agreement.

Data Access Period

Upon the termination or expiration of the Master License Agreement, FYLD Ltd will provide the Customer with a specified period to download or transfer their data. The data access period shall be 60 days from the effective date of termination.

Data Retrieval Process

1. **Notification:** The Customer must notify Fyld Ltd in writing of their intent to retrieve their data within 30 days of termination.
2. **Data Transfer Method:** FYLD Ltd will provide the Customer with access to a secure method or API for data retrieval. The customer may download data in a commonly used and agreed-upon format (CSV, JSON, etc.).
3. **Assistance:** FYLD Ltd may provide reasonable assistance, if required, during the data retrieval process. Any additional services provided beyond standard data access may be subject to additional charges.
4. **Time to Transfer Data:** FYLD will transfer the data within 30 days of the Notification being received.

Data Retention after Access Period

If the Customer fails to retrieve their data within the specified access period, FYLD Ltd reserves the right to delete or anonymize all customer data securely in compliance with applicable data protection laws.

Obligations of the Customer

1. **Compliance:** The Customer agrees to comply with all terms outlined in this policy and acknowledges that failure to retrieve their data within the specified access period may result in permanent loss of data.
2. **Costs and Responsibilities:** Any costs associated with data retrieval, including but not limited to storage, transfer, or additional services, will be borne by the Customer.

Confidentiality and Security

FYLD Ltd will handle all customer data in accordance with its Privacy Policy and applicable data protection laws. All reasonable measures will be taken to ensure the confidentiality and security of the data during the retrieval process.

Amendments to the Policy

FYLD Ltd reserves the right to amend this policy at its discretion.

Contact Information

For any inquiries or assistance related to data retrieval after termination of the Master License Agreement, please contact your Customer Success Manager, or email hello@fyld.ai.

By signing the Master License Agreement, the Customer acknowledges their understanding and acceptance of this End of Agreement Data Download Policy.