

1. Introduction

Welcome to the Data Retention Policy for ProClaim Management Suite ("Service"), operated by SQ Business Software ("we", "us", or "our"). This policy outlines our practices regarding the retention, management, and disposal of data in compliance with California laws, HIPAA regulations, PII regulations, and VA and federal document retention laws and regulations.

2. Purpose

This policy aims to ensure the integrity, confidentiality, and availability of data, and to comply with applicable laws and regulations regarding the retention of data, including those pertaining to personal information, medical records, and other sensitive information.

3. Scope

This policy applies to all data collected, processed, and stored by our Service, including but not limited to:

- Personal Information (PII)
- Protected Health Information (PHI)
- Veterans Affairs (VA) related data
- Business and operational data

4. Data Retention Periods

We retain data for the following periods, in accordance with legal and regulatory requirements:

- **Personal Information (PII):** Retained for as long as necessary to fulfill the purposes for which it was collected, unless a longer retention period is required or permitted by law.
- **Protected Health Information (PHI):** Retained for a minimum of 6 years from the date of its creation or the date it was last in effect, whichever is later, in compliance with HIPAA regulations.
- **VA-Related Data:** Retained in accordance with VA and federal requirements, typically for a minimum of 7 years, or as otherwise mandated by VA policies.
- **Business and Operational Data:** Retained for a period of 3 to 7 years, depending on the type of data and applicable legal requirements.

5. Data Disposal

Data that is no longer needed and has exceeded its retention period will be securely disposed of in a manner that ensures it cannot be reconstructed or accessed. This includes:

- **Electronic Data:** Permanently deleted or wiped using methods that meet industry standards for data destruction.
- **Physical Records:** Shredded, incinerated, or otherwise destroyed to prevent unauthorized access.

6. Data Access and Review

We periodically review the data we hold to ensure its accuracy, relevance, and compliance with our retention policy. Access to data is restricted to authorized personnel who require it for legitimate business purposes or to comply with legal obligations.

7. User Rights

Users have the right to request access to their personal information, request corrections, or request the deletion of their information in accordance with applicable laws and our Privacy Policy. To exercise these rights, users can contact us as outlined in the Contact Information section below.

8. Compliance and Legal Obligations

We adhere to all applicable laws and regulations governing data retention, including but not limited to:

- California Consumer Privacy Act (CCPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Veterans Affairs (VA) regulations
- Federal and state data protection laws

9. Policy Updates

We may update this Data Retention Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of significant changes by posting the updated policy on our website and indicating the effective date. Your continued use of the Service after the changes are posted constitutes your acceptance of the new policy.

10. Contact Information

If you have any questions or concerns about this Data Retention Policy, please contact us at:

SQ Business Software

PO Box 1066, Riverside, CA 92502

Email: Support@SQBusiness.Software

Phone: (253) 228-4214

Web: SQBusiness.Software