

# Field Force Manager Data Retention Policy

## Summary

The Field Force Manager application collects and stores operational and administration data during the course of its operation. This document discusses the different types of data the Field Force Manager system holds and the timeline and process by which live data is removed from the system.

## Policy Overview

**Live Data:** Data that is held within the live Field Force Manager system and is available to be accessed via device, web application and integration web services. Once data has been removed from the system it is not archived or stored by Field Force Manager.

**Active:** A customer who is currently subscribed to the Field Force Manager system and in good standing.

## Customer Data Extraction

The Field Force Manager system provides a series of reports, alerts and integration API's that allows data to be pushed into or extracted from the system at any time.

**Disclaimer:** The rules set forth in the policy are subject to change without notice due to policy and procedural changes. Please check back often to ensure this policy matches expectations. To be advised of any changes, please email [ffmsupport@fieldforcemanager.com](mailto:ffmsupport@fieldforcemanager.com)

## Detailed Policies

Data Type	Live Data (Days)
Jobs (Incomplete)	Live data as long as account is Active
Jobs (Complete or Deleted)	90
Locations (Active)	Live data as long as account is Active
Locations (Deleted)	45
Locations Sent Info	45
Messages	90
GPS	30
Stops / Travel segments	90
Timecard Actions/Forms	90
Alerts	90
Administration Data (Active Account)	Live data as long as account is Active
Administration Data (Inactive Account)	45

### Jobs/ Job actions

- Job Data includes
  - Work Item
  - Attributes/Details
  - Actions
  - Scheduling/Assignment history

### Location

- Location data includes
  - Locations
    - § Address
    - § Contact Info
    - § Location Job History

### Message

- Message data includes

- § Message
- § Subject

## **GPS**

- GPS information includes
  - § Latitude
  - § Longitude
  - § Time / date
  - § Worker
  - § Speed(when available)
  - § Direction(when available)
- Summarized GPS information is available longer term in the form of Stop and Travel segments.

## **Stops / Travel Segments**

- Stop and Travel segments include all summary information about the Stop or Travel segment.
  - § Stop Duration
  - § Location
  - § Distance
  - § Travel Duration
  - § Worker

## **Timecard Actions / Forms**

- Timecard and Form data
  - § Action Type
  - § Name
  - § Worker
  - § Date Time
  - § Location

## **Administrative Data**

- Users, Device, Groups, Location types, Forms, Preferences, Geofences, Reports