

Data Deletion Concept

To supplement the technical and organizational measures
pursuant to Art. 32 (1) of the General Data Protection Regulation (GDPR)
for processors (Art. 30 (2) lit. d)

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1. Introduction

1.1. Details of the Data Processor

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Handelsregister:	Amtsgericht Cottbus, HRB 18094 CB
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1.2. Terminology

This document uses the terminology and definitions according to the General Data Protection Regulation (hereinafter referred to as "GDPR"). Furthermore, the following terms apply:

- "Contractor" refers to the processor as specified above in this document;
- "Client" refers to the controller pursuant to the GDPR who has entered into a data processing agreement with the processor;
- "Software" refers to the SaaS solution provided by the contractor for use by the client to carry out data processing.

2. Deletion Concept

2.1. Deletion by the User of the Software

The contractor provides software through which the client can carry out data processing. The client retains full control over the data and can enter, modify, add, delete, etc. the data. Thus, the client is capable of independently and completely deleting data.

Among other options, the client can delete data as follows:

- Individual absence records, working time entries, or entries in the digital personnel file
- A bundle of data, for example by deleting a user account, whereby all associated data is deleted
- Automatic deletion of all data after a configurable retention period: For users with admin rights, a configuration area is available within the software where it can be defined after which period data should be automatically and irrevocably deleted (e.g., all data older than 3 calendar years).

2.2. Deletion of Backup Data

The data held in the software (more precisely: in a database of the software) is automatically and regularly backed up as part of a backup concept to ensure availability and recoverability. The client has no access to these backups and therefore cannot directly initiate deletion of data contained in the backups.

A maximum retention period for backups of 30 days has been established. Data deleted by the client within the software will no longer be part of the most recent backup after a maximum of 24 hours. Backups older than the defined maximum retention period are deleted, ensuring that deleted client data is completely and irrevocably erased after the backup retention period expires.

Since all data is stored either in the software (database) or in one of the backups, this deletion concept guarantees that all data to be deleted is fully and irrevocably removed no later than after the defined maximum backup retention period.

The contractor ensures compliance with the maximum backup retention period through the appropriate configuration of the automated backup procedures.

2.3. Deletion by the Contractor

It is not intended that the contractor deletes data by any means other than the procedures described in this document. The client can independently decide when to delete data within the software and can perform the deletion process using the functions provided by the software.

The contractor only deletes client data upon instruction from the client to do so. This does not affect the deletion of backup data, which may be deleted by the contractor without instruction from the client.

3. After Termination of the Contractual Relationship

3.1. Deletion by the User of the Software

Both during and after the termination of the contractual relationship, the data controller (client) can at any time completely and irrevocably delete the data in the software. This requires only a few clicks by an authorized user with admin rights.

Thus, the client always has the option to delete data independently, without relying on assistance or execution by the data processor (service provider).

3.2. Backup Copy of the Data

Both during and after the termination of the contractual relationship, the client can download the data from the software and thereby obtain their own backup copy - provided the data has not been deleted beforehand. Creating the backup copy requires only a few clicks by an authorized user with admin rights.

Therefore, before deleting the data, the client always has the option to make a backup for their own access without relying on assistance or execution by the data processor.

3.3. Deletion by the Data Processor

After the termination of the contractual relationship, an automated and monitored process is initiated which, upon completion, automatically leads to the complete and irrevocable deletion of all personal data of the client, as follows:

Step 1 – First Warning

Six weeks after the end of the contractual relationship, the software sends a warning email to all admin user accounts of the client, informing them that due to the expired contract, an automatic deletion of all data is imminent.

Step 2 – Second Warning

Two weeks later, the software sends another warning email to all admin user accounts of the client, stating that due to the expired contract, the data will be automatically and permanently deleted two weeks after the date of this email.

Step 3 – Automatic Deletion of All Data

Two weeks after the date of the second warning email, the data is automatically, completely, and irrevocably deleted.

Regardless of this process, the client always has the option to delete all data independently with just a few clicks before this automatic deletion takes place (see previous chapters).

3.4. Personal Data Retained by the Client

After the termination of the contractual relationship, the data processor only stores personal data of the client if required by legal or regulatory obligations.

For example, issued invoices must be retained to comply with tax law requirements, and these invoices may include the names of the client's contact persons. Similarly, account statements are retained, which may also contain the names of the client's contact persons.

After the statutory retention period expires, the data processor will also delete any data that had to be retained beyond the contractual relationship due to legal or regulatory obligations.

Data from the Timebutler software - such as master data of user accounts, absence records, time tracking data, and data in the personnel file - are not stored beyond this period and are deleted as described above.