App Data Retention Policy

Elevatic

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1. Scope

This policy outlines how customer data processed by Elevatic Software GmbH ("Elevatic") apps is retained and deleted, including data stored in Elevatic's AWS infrastructure and data stored on Atlassian infrastructure.

2. Policy

Apps storing data in our AWS stack

For apps storing customer data in Elevatic's AWS infrastructure, customer data is processed by Elevatic on behalf of the customer and hosted in Elevatic's AWS infrastructure. Elevatic is responsible for implementing the storage, retention, backup, and deletion controls described in this policy.

Retention on Elevatic infrastructure

When a customer installs an app that stores data in Elevatic's AWS stack, app-specific customer data (for example configuration, preferences, or content managed by the app) is stored in databases and storage systems operated by Elevatic.

Customer data is retained for as long as the app remains installed on the customer's Atlassian site.

App uninstall

When a customer uninstalls an app, the associated customer data enters an "expired" state. Expired data is retained for a limited period (typically 30 days) to allow recovery in case of accidental uninstallation or customer request — see the app's Privacy & Security tab for the exact figure.

After that retention period, all customer data associated with the app is permanently deleted from Elevatic's production systems.

Customers who wish to retrieve their data after uninstalling the app must submit a support request before the retention period ends.

Atlassian app or Atlassian Site deactivation or deletion

When a customer Atlassian site or Atlassian app (Jira, Confluence) is deactivated or deleted, the app is uninstalled as part of the site deletion process. As a result, the associated customer data follows the same retention and deletion process as an app uninstall.

Backups and recovery

Elevatic maintains backups of customer data stored in its AWS infrastructure as part of its disaster recovery and business continuity procedures, acting on behalf of the customer.

Backups are retained for a limited period and are used solely for operational recovery purposes. When customer data is permanently deleted from production systems after the retention period, backups containing this data are also purged within an additional 30 days, in accordance with our backup retention procedures.

Apps storing data in Atlassian Forge Storage

For our Atlassian Forge apps using Forge Storage, customer data is stored within Atlassian's cloud infrastructure (Forge hosted storage). Atlassian is responsible for managing the persistence and deletion of that data in accordance with its own policies. Elevatic does not retain Forge app data outside of Atlassian's systems.

Retention on Atlassian infrastructure

When a customer installs our Forge-based app, any app-specific data is stored under Atlassian's control. We have access to this data only through the Atlassian Forge APIs while the app is installed and authorized. We do not export or duplicate this data to our own infrastructure.

App uninstall

If a customer uninstalls our Forge app from their Atlassian site, Atlassian soft-deletes the app's stored data. In practical terms, the data becomes inaccessible immediately upon uninstall.

As described in Atlassian Forge documentation, Forge app data is currently retained for approximately 28 days after app uninstall, after which it is automatically purged from Atlassian systems. We do not have the ability to recover or restore data beyond this Atlassian-managed retention period. If a customer reinstalls the app within this retention window, Atlassian may be able to restore the previous data with customer consent, provided the request is made within 21 days of uninstallation.

Atlassian app or Atlassian Site deactivation or deletion

When a customer Atlassian site or Atlassian app (Jira, Confluence) is deactivated or deleted, the app is uninstalled as part of the site deletion process. As a result, the associated customer data follows the same retention and deletion process as an app uninstall.

Backups and recovery

Atlassian maintains backups of Forge app data as part of its internal disaster recovery procedures. These backups are managed by Atlassian, and are not directly accessible to Elevatic or to customers. They are intended solely for Atlassian infrastructure recovery scenarios.

Because Forge app data is not stored in our systems, we do not perform separate backups of this data. Any recovery capabilities, including recovery after accidental uninstall within Atlassian's retention window, depend entirely on Atlassian platform features and Atlassian support processes.

3. Summary of data retention and deletion behavior

Scenario	Data stored in Elevatic's AWS stack	Data stored in Atlassian Forge storage
Data storage location	Elevatic AWS infrastructure	Atlassian cloud infrastructure
Infrastructure owner	Elevatic	Atlassian
Data retained while app is installed	Yes	Yes
App uninstall behavior	Data enters expired state	Data soft-deleted by Atlassian
Retention after uninstall	Minimum 30 days	~28 days (per Atlassian documentation)
Data recovery after uninstall	Possible within the retention period via support	Possible within 21 days via Atlassian support, upon app developer request with prior customer consent
Deletion after retention period	Permanently deleted by Elevatic	Permanently deleted by Atlassian
Atlassian app / Site deactivation or deletion	App uninstalled; same process as uninstall	App uninstalled; same process as uninstall
Backups	Managed by Elevatic	Managed by Atlassian
Backup accessibility	Elevatic internal use only	Not accessible to Elevatic or customers
Backup deletion	Minimum 7 days	Managed per Atlassian policies (not publicly specified)

4. References

This policy relies on publicly available Atlassian documentation to describe the behavior of Atlassian Forge Storage, including data hosting, retention, deletion, and recovery processes. These references are provided for information purposes only and remain subject to change by Atlassian.

- Atlassian Forge – Data lifecycle for Forge-hosted storage[1]
- Atlassian Forge - Data recovery for apps with hosted storage[2]

1. https://developer.atlassian.com/platform/forge/data-storage-and-security/#forge-storage-data-lifecycle
2. https://developer.atlassian.com/platform/forge/data-storage-and-security/#data-recovery

5. Change history

Version	Date	Changes
1.0	17 Sep 2026	First version