LEGAL

Data Retention Policy

For each kind of data: where it lives, how long it is kept, and how it is deleted.

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The short version

- Most of what Cotterpin creates stays **on your machine**, where you control how long it lasts.
- What reaches us is small, and each kind has a retention period below.
- When a period ends, the record is deleted — automatically where the service can do it, otherwise by a scheduled review.

1. What this policy covers

This policy sets out, for each kind of data Cotterpin Technologies Ltd holds or creates, where it lives, how long it is kept and how it is deleted. It supports our Privacy Policy and GDPR Statement. We review it at least once a year and whenever what the software sends changes.

2. Data held by our licence service

The licence service runs on Amazon Web Services in `eu-west-1` (Ireland). Records live in Amazon DynamoDB; signing keys live in AWS KMS and are not personal data.

DATA	WHERE	KEPT FOR	HOW IT IS DELETED
Licence record: licence id, plan, seats, status, paid-through date, hashe	DynamoDB	While the licence exists, then 12	Deleted by us in a monthly review of ces

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DATA	WHERE	KEPT FOR	HOW IT IS DELETED
Machine fingerprints bound to a licence	DynamoDB	Until you remove the machine (`cotterpin machines remove`) or the licence record is deleted	Removed by the command; otherwise with the licence record
Machine change audit records (add, move, remove)	DynamoDB	With the licence record: 12 months after the licence ends	Deleted with the licence record
Team single sign-on members: the identity provider's identifier, email address, machines and administrator or revoked status	DynamoDB	While the Team licence exists, then with the licence record	Deleted with the licence record
Single sign-on settings: the provider's address and client id (in DynamoDB) and its client secret	DynamoDB; the secret in AWS Secrets Manager	While the Team licence exists	Deleted with the licence record
Sign-in records holding a provider token while a machine signs in	DynamoDB	Until the machine collects the token; an uncollected one stops working after 10 minutes	Cleared when collected; otherwise expire automatically about an hour later (DynamoDB time-to-live)
Machine registrations (one per machine fingerprint), and trial records made before 28 October 2026	DynamoDB	24 months after the record was made	Deleted by us in a monthly review
One-time claim codes (stored only as	DynamoDB	A code works for	Expire

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DATA	WHERE	KEPT FOR	HOW IT IS DELETED
			normally within a few days)
Bug reports you send, from the next release, which brings sending them, and those sent automatically where you turned that on for a repository and kind, from the next release (versions, the internal error's type and Cotterpin frames, the fixed fields of a fault in Cotterpin's own working, reduced refusal records and your description; linked to your licence id, or anonymous — see the Privacy Policy)	DynamoDB	Until the fault is closed, then 12 months	Expire automatically (DynamoDB time-to-live, set when the report is closed)
Founding Developers applications (the form's answers and your email address)	DynamoDB	Until the programme ends for you; if you are not offered a place, 3 months after the cohort you applied for fills	Deleted by us at the end of the period, or sooner if you ask
Applied Paddle notification ids (to refuse replays)	DynamoDB	35 days	Expire automatically (DynamoDB time-to-live)
Rate-limit counters: a one-way hash of the source IP address (or of the email address, for claim requests) and a count per hour. The address itself is not stored, but we still treat the hash as personal data	Licence service (DynamoDB)	2 hours	Expire automatically (DynamoDB time-to-live)
Servic Gatew a requ and re address, identity, header or			tting

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DATA	WHERE	KEPT FOR	HOW IT IS DELETED
request content. The service log holds only the stage and error code of a failure			

3. Data held for the business

DATA	WHERE	KEPT FOR	HOW IT IS DELETED
Orders, invoices, payments and refunds	Paddle (merchant of record); any copies we export	As tax and accounting law requires, 6 years from the end of the financial year they relate to, as HM Revenue & Customs requires	Paddle under its own policy; our copies deleted at the end of the period
Support emails	Our support mailbox, with our email provider	2 years after the conversation ends	Deleted from the mailbox at the end of the period
Security reports	security@cotterpin.io mailbox	2 years after the report is closed	Deleted from the mailbox at the end of the period
Email correspondence	Our mailboxes, with Microsoft 365	2 years after the conversation ends, unless it forms part of a contract or accounting record kept longer above	Deleted from the mailbox at the end of the period
Claim emails we send (one-time codes)	Amazon SES, from licences@cotterpin.io	We keep no copy of the message, and we have set up no sending log, event record or archive for it	—

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DATA	WHERE	KEPT FOR	HOW IT IS DELETED
Website request logs	Microsoft Azure Static Web Apps	As Microsoft keeps them for security, under its own retention rules; we do not receive or store them	By Microsoft
Data protection requests and our replies	privacy@cotterpin.io mailbox	2 years after the request is closed	Deleted from the mailbox at the end of the period

4. Data that stays on your machine

We cannot see or delete these; you control them.

DATA	WHERE	HOW LONG
Your licence token (`licence.json`)	Your user configuration directory, readable only by you	Valid for at most 35 days, renewed online; delete the file to remove it
Your consent answers (`consent.json`)	Your user configuration directory	Until you change them or delete the file
Run progress and spend; Watch reports; audit reports	Inside your repository's own Git directory, never tracked	Until you delete them; `cotterpin clean` removes leftovers from finished runs
Session reports and receipts	Your repository	Under your version control
The agent tool adapters you install, and a record of each install	Each agent tool's own user folder (for example `~/.claude/skills/cotterpin`); the	Until `cotterpin adapters uninstall` or -- akes
Guard empty file per agent		an 14 days are removed

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DATA	WHERE	HOW LONG
session that worked in a repository set up with Cotterpin)		once there are more than 512; `cotterpin --uninstall` removes them all
Bug reports Cotterpin prepared, and the outbox (a copy of every report sent automatically, where you turned that on, from the next release)	Your user configuration directory, readable only by you	Until you send or discard a prepared report, or delete the files; the outbox is never sent anywhere
Cached releases and build cache	Cotterpin's per-machine cache	Capped by size; `cotterpin cache gc` or `cache clear` removes them

5. Data we never hold

Your source code, diffs, prompts, agent transcripts, test output, file paths, repository names, provider API keys and the results of machine measurements never reach us, so there is nothing for us to retain or delete.

6. Deleting earlier

You can ask us to delete your data before its period ends (see the GDPR Statement). We will, unless we must keep it by law or to establish or defend a legal claim — in which case we will tell you what we are keeping and why.

7. Contact

privacy@cotterpin.io

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