TrackIt Data Retention Policy
Frequently Asked Questions

Q1: Why is Command Alkon updating its TrackIt data retention policy?

- Our data retention policy ensures we remain compliant with applicable laws and regulations and protect your privacy.
- During a regular review of our data security processes and in compliance with data retention regulations, we are implementing a policy change to all cloud products and services, including TrackIt.

Q2: What is Command Alkon's policy concerning data collection and retention?

- We collect only what is necessary, secure what we collect, use it only for agreed-upon purposes, and delete it when it is three or more years in the past or when the data are no longer required.

Q3: Is it possible to get a copy of all our data to date?

- It is possible to obtain most of the data that is subject to deletion. This is done through TrackIt's web services. If you do not have access to web services, please contact us for assistance.

  If you need assistance accessing data that is more than three (3) years old, please contact trackitsupport@commandalkon.com to start a ticket.

Q4: What controls will I have concerning my TrackIt data retention?

- We are providing options that will allow you to control the timing for the retention of specific categories of data that contain Personal Data, and include the following retention period options (all other data will be maintained by Command Alkon for three years):
    - 30 days
    - 6 months
    - 1 year
    - 3 years

  To set or change your data retention period, watch the video that walks you through the process of making this adjustment.

Q5: What if I need to keep my records that are older than 3 years?

- We understand some of your historical data may still be beneficial to your operation and we have controls that will allow you to obtain your historical data that may be affected. For assistance, please contact us at trackitsupport@commandalkon.com.

Q6: What type of data will be purged from my TrackIt system?

- Transactional data includes data collected on an event that happens at a point in time occurring three or more years in the past. Such data may include alerts, driver performance, messaging, telemetry (i.e., location data, hotspots, time in hotspots, time in regions, DCM data, probe data, engine data), general data (i.e., status changes, timecards, schedules), or ticket data.

Q7: What will happen when this goes into affect?

- Once the data retention policy is updated, all data older than three years will be deleted. The system will use your plan selection (30 days, 6 months, 1 year, or 3 years) to determine how long specific categories of data that contain Personal Data will be maintained.

Q8: What privacy measures does Command Alkon have in place?

- Command Alkon takes data privacy into account in everything we do. We comply with all applicable privacy legislation throughout our technology footprint (GDPR, CCPA, PIPEDA, LGPD, etc.).
- Requests or inquiries can always be made to privacy@commandalkon.com

Q9: How can I keep our data for as long as possible?
- You can select the three years retention policy to keep your data within TrackIt for up to three (3) years.

Q10: Can I choose to have all my data purged?
- Requests to have Personal Data purged should go to privacy@commandalkon.com. Requests to have any other TrackIt data purged should go to trackitsupport@commandalkon.com.

Q11: Can Command Alkon keep storing our data, or do we need to make plans to download it somehow?
- If you want to maintain your data longer than three years, you need to make plans to download it.

Q12: Who has access to my data?
- Your administrator sets access permissions to your data. At Command Alkon, only Command Alkon employees with a need-to-know, permissible purpose, have access to your data.

Q13: What are my rights under data protection laws?
- Please see our Privacy Notice available at https://commandalkon.com/privacy-policy/ or make a request to privacy@commandalkon.com.