

Data Retention

Last Modified on 06/19/2023 6:34 am EDT

Data retention refers to the storage of a customer's medical images and data for a specific period in the Trice cloud. The duration of the term will vary with the contract terms. How long medical data is retained is governed by local laws and regulations.

Entering the Data Retention:

When creating a new account or new contract it is crucial that the data retention matches the customer contract. Make sure that you confirm the correct data retention is selected at the initial point of entry. When completing the **Customer Sign Up** page, please use the drop-down menus to select the **contract type** and **package** that corresponds with the agreed customer contract. Once you have created the customer and account record, confirm you have the correct data retention by reviewing the contract and associated package. To check the contract, scroll to the bottom of the **Customer Details** page and select the **Contracts** tab. Select the current contract and check that the package is correct. The data retention will be displayed in the **Customer Details** box on the left-hand side. Cross check this data retention with the data retention displayed under the **Account Details** page. Once you have selected the account, look in the **Account Details** box and review the term listed under **"retain data for"**. This should be the data retention term as indicated in the customer contract. It is the period listed under **"retain data for"** that ultimately determines how long the data is kept.

Account Details	
Id	6674
Customer	Adrena Demo Account
Retain data for	5 years
Storage Options	Standard
Store Region	eu-west-1
Suspended?	Yes
Uplinks	1 (view)
Legacy Domain	None
Time Zone	UTC
Uplink Type	standard
Current Onboarding Step	Onboarding Complete
Current Storage Usage	1.31 GB
Pim Enabled?	Yes
Send Full DICOM to Pim?	No
Patient Pays for Shared Images?	Yes
Created At	2019-09-03 10:43:29 UTC
Last Updated	2023-06-15 18:09:36 UTC
<div style="display: flex; justify-content: space-between; align-items: center;">UsersLogsEditChange Data Retention</div>	

Modifying Data Retention:

Once a paying contract has been entered into Manage, there is a 7-day grace period in which to extend or shorten the data retention length. If it is past the 7-day grace period, the only option you will have as a distributor is to extend the data retention term. As there is a higher risk of data loss, all changes to shorten the term must be submitted as a request to Trice. One of our engineers can then

assist with the request.

Data retention must be adjusted on the account level. From the **Account Details** page select the **“Change Data Retention”** button. You will then have to enter your Manage password and use the drop down to select the correct data retention term. Select **“Change Data Retention”** to save the changes.

Editing Account Data Retention

Your Password

Data Retention

How long to keep studies before they are automatically deleted.

[Change Data Retention](#)

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