



Retention periods and purge log

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Four periods proposed, automatic purge · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The periods are set by the company, reason by reason, and the purge runs on its own at the deadline**, with a log stating what was deleted and when.

The four periods proposed

Type of exchange	Period	Starting point	Why this period
Order tracking	3 years	Delivery	The length of the retailer's commercial warranty
Complaints and goodwill gestures	5 years	Closure	Can be produced if a case is disputed
Chat with no order attached	13 months	Last message	No evidential stake
Call recordings	6 months	Call	And only where they are switched on

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

What the purge has already given back

Effect	Value	Benefit
Interactions deleted at take-on	41,000	Older than the periods retained
Size of the base	–19 %	Correspondingly faster searches
Log	Volume and date	Proof of execution

Customer requests about their own data

Request	Monthly volume	Before	Now
Access to the full file	6 to 9	Half a day each	4 minutes, readable file, every channel and every order
Correction	Included in the volume	Manual	Applied and logged
Erasure	Included in the volume	Manual	Executed and logged

Proposed monthly statement: what has been purged, what is coming due, and the customer requests handled. **A period changes on a word, and the change applies to the past as well as the future.**

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