Feedback Data Retention Policy

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1. Purpose

This policy governs the retention and handling of voluntary user feedback submitted in connection with the Company's products, including:

- Learning & Literacy Application
- Procurement & Trade Documentation Suite

Feedback is used solely for product quality improvement, bug resolution, safety enhancement, and performance optimization.

This policy should be read in conjunction with the Company's Privacy Policy.

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2. Nature of Feedback

- Submission of feedback is voluntary
- Users are advised not to include personal, student, confidential, or sensitive information unless they intend to share it with the Company
- The Company does not require feedback to use its products
- For educational deployments, feedback relating to student use should be submitted by a parent, guardian, or authorized institutional representative

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3. Permitted Uses of Feedback

Feedback may be used for:

- Quality improvement
- Bug fixing
- Performance and reliability enhancement
- Safety monitoring and misuse prevention
- Internal product development evaluation

Feedback will not be:

- Sold or shared for commercial resale
- Used for marketing without explicit consent
- Used for automated profiling
- Used to train external foundation AI models

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4. Access Controls

- Feedback is accessible only to authorized personnel
- Access is limited to a need-to-know basis
- Role-based access controls are enforced
- Feedback is not accessible to general staff or contractors unless required for resolution

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5. Retention Period

Raw feedback submissions are retained for **no longer than 18 months from the date of submission**, unless:

- A shorter period is required by law; or
- The user requests deletion earlier; or
- Retention is necessary to investigate a security incident or legal matter.

Where feasible, feedback may be de-identified prior to or during the retention period to reduce privacy risk.

De-identified or aggregated learnings derived from feedback may be retained longer, as they do not contain identifiable information.

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6. Deletion Requests

Users may request deletion of previously submitted feedback by contacting:

ClarityAILab@BuildResil.com

Upon verification of the request, the Company will:

- Delete the identifiable feedback record; or
- De-identify it where deletion would impair system integrity or legal obligations.

Deletion will be completed within a reasonable timeframe consistent with applicable law.

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7. Privacy Contact

Privacy inquiries may be directed to:

Ethics and Governance Lead

ClarityAILab@BuildResil.com

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8. Governance & Review

This policy is reviewed at least annually by the Company's AI Governance Committee and updated as necessary to reflect regulatory or operational changes.

End of DP-003