Red Flag Reporting – Case Deletion Policy

Specific report deletion process

Under certain scenarios, including but not limited to compliance with General Data Protection Regulation of the European Union, Red Flag Reporting may be asked or required to delete a case and its related records from our system. Our policy for doing so will be as follows:

1. Request must be made by designated client representative with at least one other client representative being cc'd on the request. The request must specifically identify each case to be deleted.
2. An inventory of cases including only Case/Report number, Client Organization Name and Created On date are kept in a secure shared database stored Microsoft Azure SQL Database. No other data related to that case/report is to be retained.
3. Inventory must be approved by two members of the Red Flag Reporting team including one executive (President or a Vice President) prior to deletion of data.
4. Deletion of data is confirmed to the Red Flag Reporting team via email. That email will identify the client organization name, report number, and created on date.
    a. Client contacts (of which there must be at least two) are cc'd to document notification of deletion.
    b. That email is to be tracked in Dynamics AND stored in the client file on OneDrive.

Report deletion process when services with Red Flag Reporting are terminated

When a client ends services with Red Flag Reporting, all case/report records are to be removed from our system in accordance with terms of our Service Agreement.

1. Always refer to the client's Service Agreement first to ensure we are observing the agreed upon timing and terms.
2. An inventory of cases including only Case/Report number Client Organization Name and Created On date are kept in a secure shared database stored Microsoft Azure SQL Database. No other data related to that case/report is to be retained.
3. Inventory must be approved by two members of the Red Flag Reporting team including one executive (President or a Vice President) prior to deletion of data.
4. Deletion of data is confirmed to the Red Flag Reporting team via email. That email will identify the client organization name, report number, and created on date.
    a. That email is to be tracked in Dynamics AND stored in the client file on OneDrive.
    b. Client contacts (of which there must be at least two) are cc'd to document notification of deletion ONLY IF REQUIRED BY TERMS OF SERVICE AGREEMENT.