FAQ - What is the retention policy for Proof of Delivery (POD) documents in Qargo?

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Q. Does Qargo retain POD documentation after uploading? How long does Qargo retain POD documentation? If users need to pull POD documentation from deliveries that occurred in the past, will these be accessible, if for instance required for audit purposes?

A. Yes! Qargo provides a clear and customer-friendly retention policy for Proof of Delivery (POD) documents. Below are the key details:

Retention Policy

1. **Active Customers**: PODs are retained indefinitely while the customer's account remains active. This ensures that customers have continuous access to their documents for operational and compliance purposes.
2. **After Contract Termination**: Once a customer's contract with Qargo is terminated, PODs are retained for up to 12 months. This retention period allows customers to retrieve their data if needed during this time.
3. **Early Deletion**: Customers can request the early deletion of their PODs at any time. This provides flexibility for customers who may have specific data management requirements.

Additional Notes

- The retention policy applies universally to all Qargo customers.
- Customers are encouraged to download and back up their PODs if they anticipate needing them beyond the retention period.

By adhering to this policy, Qargo ensures that customer data is managed responsibly and in alignment with operational needs.