Personal Information Retention Schedule

1. About this schedule

This schedule explains how long ION Science normally keeps the main categories of personal information described in its Privacy Policy. It applies to the websites, forms, services and business activities covered by that policy, including ION SENSE and the Distributor Portal where relevant. It should be read together with the Privacy Policy and Cookie Policy.

The periods shown are normal retention periods rather than absolute limits. We may keep information for longer where required by applicable law, regulation, product-safety obligations, an investigation, or the establishment, exercise or defence of legal claims. Where a fixed period is not appropriate, we consider the nature and sensitivity of the information, why it is needed, the risks associated with keeping it and whether it can be securely deleted or anonymised. Different periods may apply where local law requires this.

2. Retention periods

Purpose	Typical information	Normal retention approach
Responding to sales, product and quotation enquiries, including routing enquiries to the appropriate ION Science company or authorised distributor	Identity and business contact details; location; product or application interests; enquiry details; correspondence	Normally 24 months after the last meaningful interaction where the enquiry does not progress. If it becomes an opportunity or customer relationship, the relevant customer retention period applies.
Supplying products or services and administering accounts, quotations, orders, deliveries, contracts and payments	Customer and commercial account details; quotations; orders; delivery information; contracts; invoices; payment status	Normally seven years after the end of the relevant financial year or customer relationship, as appropriate, and longer where required by law. UK accounting and tax records are normally retained for six years.
Providing technical and customer support	Contact details; instrument or product information; serial numbers; diagnostic information; correspondence; attachments; support case details	Routine support records: normally three years after closure. Records connected with a contract, warranty, product safety issue or potential claim: normally seven to ten years, or longer where required.
Product registration and warranty administration	Contact and company details; product and serial-number information; purchase and warranty details	Normally for the warranty period plus seven years. Information needed for product safety, regulatory, recall or legal-claim purposes may be retained for ten years or longer.
Marketing and newsletter communications	Identity and business contact details; interests; communication preferences; consent records; permitted engagement information	Until consent is withdrawn, an objection is made or the contact has been inactive for 24 months, subject to periodic review. Minimal suppression information is retained for as long as needed to respect an unsubscribe or objection.
Events, webinars, exhibitions and training	Contact details; employer and role; attendance; product interests; communication preferences; badge-scan information; correspondence	Event-administration information: normally 12 months. Sales enquiries arising from an event: normally 24 months if they do not progress. Contractual and financial records: normally seven years.
Operating websites, forms and digital services	Device and browser information; website usage; cookie and analytics data; form submissions; technical and diagnostic information	Cookie and analytics periods are stated in the Cookie Policy and preference centre. Form submissions follow the period for their purpose. Routine technical and security logs are normally retained for up to 12 months unless needed for an investigation.

Purpose	Typical information	Normal retention approach
Operating and securing the Distributor Portal	Business contact and employer details; account identifiers; authentication and permission records; login dates; IP address; browser and device information; security logs; support requests; user-level records of resources or documents accessed or downloaded where enabled	Account information: while active and normally 24 months after closure or confirmed inactivity. Routine security logs: normally 12 months. User-level portal and document activity: normally 24 months. Support records: normally three years, or longer where needed for contractual, security or legal purposes.
Protecting systems, preventing fraud, investigating incidents and managing legal claims	Account and login information; IP address; security and audit logs; correspondence; transaction and incident information	Routine security records: normally up to 12 months. Records connected with an incident, dispute or claim: normally six years after closure and longer while proceedings or legal obligations continue.
Managing distributors, suppliers, service providers and professional contacts	Business contact and account details; due-diligence information; contracts; performance and transaction records; correspondence	Normally for the relationship and seven years afterwards, or longer where tax, regulatory, audit, product-safety or legal requirements apply.
Recruitment	Application details; CV; qualifications; employment history; interview and assessment records; references	Unsuccessful applicants: normally six months after the recruitment process. Agreed talent-pool records: normally 12 months. Successful applicant records transfer to the applicable employee retention schedule.
Meeting regulatory, tax, accounting, product-safety and legal requirements	Customer, financial, transaction, product, quality, safety, audit and correspondence records	For the period required by applicable law, regulator, standard or audit requirement. UK accounting and tax records are normally kept for six years. Product-safety and legal-claim records may need to be kept longer.
Publishing controlled documents and measuring engagement with publicly available documents	Document title or URL; originating page; date and time; engagement or download count; analytics identifiers where configured	Personal or pseudonymous analytics information follows the Cookie Policy and approved analytics configuration. Anonymised aggregate statistics may be retained for longer. Cognidox is not used as a general repository for customer, enquiry or feedback information.
Managing customer feedback, complaints and service quality	Contact and company details; product information; feedback or complaint; correspondence; investigation and action records	Routine feedback and complaint records: normally three years after closure. Records relevant to a contract, product safety, regulatory matter or potential claim: normally seven to ten years, or longer where required.

At the end of a retention period: we will normally delete or anonymise the information, unless it must be retained for longer or a documented review determines that it is still needed for a lawful purpose. Minimal information may also be retained where necessary to record and respect an objection, withdrawal of consent or unsubscribe request.

Questions about retention: Please contact privacy@ionscience.com or call +44 (0) 1763 208503 if you would like more information about how a particular retention period applies to your personal information.

Revision history

Revision	Description of change	Dated	Responsible
1.0	Initial draft accompanying the Privacy Policy	15/10/2026	ION Science Ltd