

Deletion Policy

Last Updated: April 8, 2026

Nulab Inc. deletes User Data, audit logs, backups, and other related data relating to the Company's services in accordance with the following conditions. Please note that, once deleted, such data may not be recoverable even by the Company.

1. Conditions and Timing of Deletion

(1) Backlog Classic Plan

Condition for Deletion of User Data	Timing of Deletion (General Rule)
Cancellation procedures have been completed	For spaces on a paid plan, deletion of User Data will begin 180 days after the end of the current subscription period, and will be completed within 10 days after deletion begins. For spaces on a paid-plan trial or a free plan, deletion of User Data will begin 180 days after the date on which the cancellation procedures were completed, and will be completed within 10 days after deletion begins.
The trial period has expired without a formal application	The space cancellation procedures will be carried out 30 days after the trial period expiration date. Deletion of User Data will begin 180 days after the date on which the cancellation procedures are carried out, and will be completed within 10 days after deletion begins.
Use of the Service has been suspended due to delayed payment of usage fees or similar reasons, and such suspension has continued for 90 days	If the suspension period continues for 90 days, the User will be deemed to have completed the space cancellation procedures. Deletion of User Data will begin 180 days after the contract end date, and will be completed within 10 days after deletion begins.

(2) Cacao Plus Plan and Free Plans Applied for on or before November 26, 2019

Condition for Deletion of User Data	Timing of Deletion (General Rule)
The Nulab Account is deleted	Deletion of User Data will begin when the Nulab Account is deleted, and will be completed within 10 days after deletion begins.

(3) All Other Backlog, Cacao, and Nulab Pass Plans

Condition for Deletion of User Data	Timing of Deletion (General Rule)
The organization is deleted	Deletion of User Data will begin 180 days after the organization has been deleted, and will be completed within 10 days after deletion begins.
The trial period has expired without a formal application	The system will automatically delete the organization 30 days after the trial period ends. Deletion of User Data will begin 180 days after the organization has been deleted, and will be completed within 10 days after deletion begins.
Use of the Service has been suspended due to delayed payment of usage fees or similar reasons, and such suspension has continued for 90 days	If the suspension period continues for 90 days, the User will be deemed to have completed the cancellation procedures, and the organization will be automatically deleted. Deletion of User Data will begin 180 days after the organization has been deleted, and will be completed within 10 days after deletion begins.

(4) Audit Logs

Condition for Deletion	Timing of Deletion (General Rule)
The organization is deleted	Deletion of audit logs will begin 180 days after the organization has been deleted, and will be completed within 10 days after deletion begins.
The subscription period for Nulab Pass has expired	Deletion of audit logs will begin 30 days after the subscription end date, and will be completed within 10 days after deletion begins.
The trial period for Nulab Pass has expired without a formal application	Deletion of audit logs will begin 30 days after the trial period ends, and will be completed within 10 days after deletion begins.
Use of the Service has been suspended due to delayed payment of usage fees or similar reasons, and such suspension has continued for 90 days under the conditions prescribed by the Company	If the suspension period continues for 90 days, the User will be deemed to have cancelled the Service, and deletion of audit logs will begin 30 days after the contract end date resulting from such cancellation, and will be completed within 10 days after deletion begins.
The retention period for audit logs (13 months) has expired	Deletion will begin 400 days after the audit logs were stored, and will be completed within 10 days after deletion begins.

(5) Nulab Account

Condition for Deletion	Timing of Deletion (General Rule)
The Nulab Account is deleted	Deletion of User Data will begin when the Nulab Account is deleted, and will be completed within 10 days after deletion begins.

(6) Managed Accounts

Condition for Deletion	Timing of Deletion (General Rule)
The Managed Account is deleted	Deletion of User Data will begin when the Managed Account is deleted, and will be completed within 10 days after deletion begins.
Deletion of the Managed Account is selected and carried out at the same time as deletion of the organization	Deletion of User Data will begin when the organization is deleted, and will be completed within 10 days after deletion begins.
Only the organization is deleted	If the organization is deleted, deletion of User Data will begin 180 days after the organization has been deleted. When the organization is deleted, Managed Accounts administered by the organization will not be automatically deleted, and will continue as Nulab Accounts.
The trial period has expired without a formal application	The system will automatically delete the organization 30 days after the trial period ends. When the organization is deleted, Managed Accounts administered by the organization will not be automatically deleted, and will continue as Nulab Accounts.
Use of the Service has been suspended due to delayed payment of usage fees or similar reasons, and such suspension has continued for 90 days	If the suspension period continues for 90 days, the User will be deemed to have completed the cancellation procedures, and the organization will be automatically deleted. Deletion of User Data will begin 180 days after the organization has been deleted, and will be completed within 10 days after deletion begins.

(7) Typetalk

Notwithstanding the foregoing, with respect to Typetalk, all data, including backups, will be deleted as of December 31, 2025, following the termination of the service.

2. User Data Not Subject to Deletion

Except for the following data, all User Data registered by Users in each service will be deleted:

- Data relating to contracts, billing, and payments for each service
- The name and contact information of the Subscription Administrator for each service
- The name and contact information of the Space Owner for Backlog (Classic Plan)
- The Space ID for Backlog
- The Nulab Organization ID for Nulab Pass
- Inserted images uploaded to Cacao

Provided, however, that if a Nulab Account, Managed Account, or Backlog (Classic Plan) account is deleted, User Data created by such account in Backlog / Cacao (excluding free plans and Plus Plans existing on or before November 26, 2019) will not be deleted. For such User Data to be deleted, the relevant service-level or organization-level deletion conditions set forth in Section 1 above must be satisfied.

3. Handling of Backup Data

Even after deletion has been completed as described above, User Data may remain for a certain period in backup data maintained for each service. For example, if backups are taken once per day and 30 backup copies are retained, the data will remain for 30 days after deletion has been completed and will be deleted on the 31st day.

Language Note

This English version is provided for convenience. In the event of any inconsistency between the Japanese version and the English version, the Japanese version shall prevail.