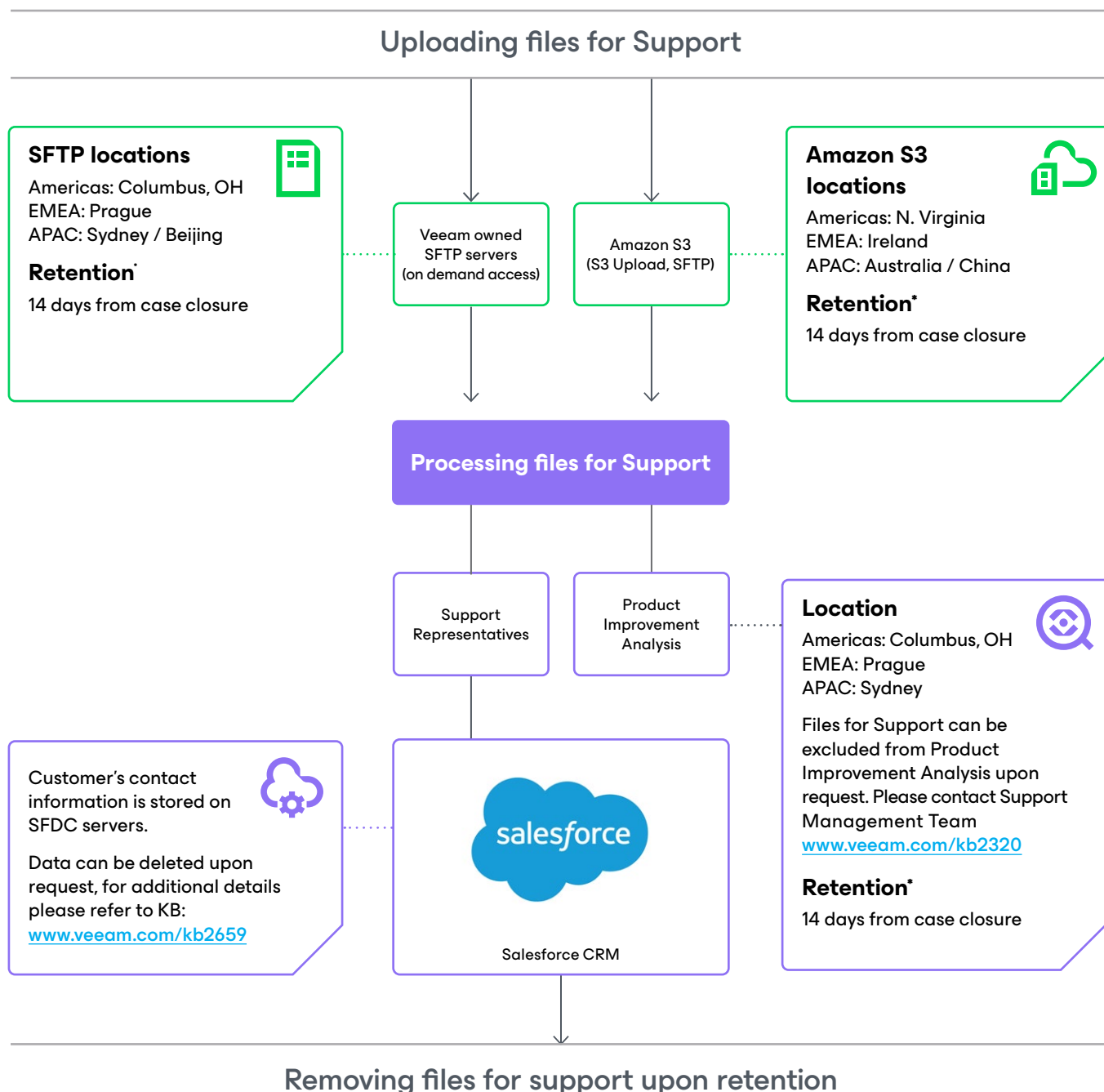




# Processing of sensitive data in Veeam Technical Support

How customer's data is processed in Veeam Technical Support





Please note that information provided to Veeam for purposes of customer support may be considered protected under certain data protection regulations and/or internal company policies. A list of potentially sensitive data types is available in the following KB article:

[www.veeam.com/kb2462](https://www.veeam.com/kb2462)

Veeam will only utilize this information for the specific purpose of providing customer support to you and will protect the information in accordance with its privacy policy.

The information provided will be securely deleted 14 days after case closure. If you would like it deleted sooner, please express this request directly to your support contact once the issue has been resolved.

Product Improvement Analysis implies product issues analysis and product metrics processing within uploaded product logs. Product Improvement Analysis does not require sensitive data.

Files for Support could be excluded from being stored on Amazon S3 storage. For this, you need to select a checkbox "I would like to opt out of having my logs stored on Amazon S3 storage. This is an account level change which will affect all users under this account." on [Edit Profile Page](#).

\*Logs for certain products may be analyzed by Data Analytics team as part of incident troubleshooting. These logs are deleted 45 days from customer upload.

\*Veeam Data Cloud log files are duplicated to S3 buckets in the appropriate region for support purposes. Log bundles are deleted after 7 days from the upload.

## About Veeam Software

Veeam, the #1 global market leader in data protection and ransomware recovery, is on a mission to help every organization not just bounce back from a data outage or loss but bounce forward. With Veeam, organizations achieve radical resilience through data security, data recovery, and data freedom for their hybrid cloud. The Veeam Data Platform delivers a single solution for cloud, virtual, physical, SaaS, and Kubernetes environments that gives IT and security leaders peace of mind that their apps and data are protected and always available. Headquartered in Columbus, Ohio, with offices in more than 30 countries, Veeam protects over 450,000 customers worldwide, including 73% of the Global 2000, who trust Veeam to keep their businesses running. Radical resilience starts with Veeam. Learn more at [www.veeam.com](https://www.veeam.com) or follow Veeam on LinkedIn [@veeam-software](#) and X [@veeam](#).

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