Data return — Tracelia switching register

Register as of 29 October 2026 • version 2.0 terms — English translation

This register explains how an Organisation gets back, transfers or has erased its Tracelia data, trial included. It supplements article 15 of the terms of sale and article 7 of the Subscription and assistance schedule. It only publishes established facts: as long as a format or delivery method has not been checked on a fictional case, it is shown as not established.

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1. Requesting data return

An authorised person of the Organisation writes to contact@global-expertises.fr, including during the trial, after a cancellation or during a suspension. Data return is free: it requires no subscription, no renewal and no purchase of a formatted report. The same address is used to request a transfer to another provider or to your own infrastructure, or erasure.

Downloading the formatted report as PDF or Word, available during a paid subscription, is separate from data return: on its own it is not a complete return of the case.

2. What is returned

Category	Content	Format and delivery method
Documents and media	Retained files and media, names and case links.	Not established as of 29 October 2026.
Cases and findings	Retained fields, observations, transcripts, locations and relationships.	Not established as of 29 October 2026.

Analyses and content	Retained drafts and versions, conclusions, recommendations, estimates, recourse analyses and report text.	Not established as of 29 October 2026.
Existing reports	Retained Client versions and reusable content, without requiring a formatted-report purchase to obtain data.	Not established as of 29 October 2026.
Organisation	Retained metadata, dates, permissions and traceability needed for understanding, subject to third-party rights and security.	Not established as of 29 October 2026.

The categories follow article 7 of the Subscription and assistance schedule. The “Format and delivery method” column will be completed only with formats and methods actually checked on a fictional case, with their known limitations.

3. What is not returned

Source code, security secrets, model weights, algorithms, other clients' data and internal administration documents are excluded; an exclusion cannot remove Client data needed to understand and reuse a case. Reconstructible indexes and caches are not supplied as software; represented Client data remains exportable. Unrecorded audio and unretained versions are not recreated.

4. Delivery

Secure delivery includes an inventory, useful relationships and a description of formats and limitations. Where required by applicable law, data is supplied in a structured, commonly used, machine-readable format. The formats and arrangements actually available are communicated before commitment and when you make your request, with their known limitations. Global Expertises corrects reported return anomalies without charge. Equivalent functions in another software product are not guaranteed.

5. Time limits

Step	Contractual time limit
Recovery after service end	At least thirty calendar days; when switching provider, at least thirty days after the transition ends.
Erasure from active systems	No later than ninety days after account closure; a data return in progress defers this deadline to the end of its recovery period.

Residual backups	Purged no later than ninety days after active erasure; deletions are reapplied on restoration.

No data needed for recovery is deleted before its period ends. Standard export and reasonable switching assistance are included without exit fees.

6. Register updates

Each update of this register is dated. Not yet established: the delivery method (export from the application or secure manual delivery), the format of each category and their known limitations.

Data return — Tracelia switching register — Register as of October 29, 2026. Reference page on the Tracelia website: /en/data-return/ (French reference text: /reversibilite/)

Full text, identical to the website page. SHA-256 of the source:
`ee76961a69553010c5078c9b139f8428ac53c736aaec5f8a619e94cb4ffd98aa`

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