FAQ: Data storage, retention and location

From the SourceLace manual: What SourceLace keeps, for how long, where it is hosted, and what happens to your data when you leave.

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The latest version is at https://sourcelace.ai/docs

Data storage, retention and location

What SourceLace keeps, for how long, where it is hosted, and what happens to your data when you leave.

Does SourceLace store our data?

Not your records. Query results are held for at most 30 minutes, encrypted or in server memory, and never written to a database. The exceptions are saved chats in the SourceLace app, and AI agents' run summaries and pending changes (which hold the before and after values). Both are encrypted with your organization's own key and deleted after your retention period (30 days by default). Every answer is read live from your systems, unless your organization has chosen Saved answers, an optional add-on your admin turns on system by system.

Details: What SourceLace stores.

Where is SourceLace hosted?

SourceLace's cloud is hosted in the United States, with a major cloud provider named in our privacy policy, and what it keeps for your organization is stored there only, with backup copies in a second US region. There is no EU or other regional hosting yet. SourceLace is offered only as a cloud service; on the Enterprise plan, a SourceLace Runner can run AI agents inside your own network. The subprocessors that handle your data are listed in the manual.

Details: Hosting and subprocessors, How is the hosting environment protected? and Runners.

Can we make retention shorter?

Yes. On the **Data retention** page an admin can hold results for less time (1 to 30 minutes), keep fewer rows, set stricter limits for one source, keep results in server memory only, and delete a chat's results as soon as it is closed (on by default). You can only make these shorter than SourceLace's limits, never longer.

Details: Data retention controls.

How long are chats and agent runs kept?

30 days after last use by default. Admins choose from 1 day up to the plan's longest: 90 days on Team, 1 year on Business and 10 years on Enterprise. Starter has no chat in the SourceLace app, so it has no saved chats. Anyone can delete their own chats at any time.

Details: How long things are kept.

Where are the files my chats and agents made, and when are they removed?

On the **Artifacts** page. They are the files kept with saved chats (reports, exported tables and an agent run's files), encrypted with your organization's key. A file is removed with its chat: your retention period after the chat's last activity, or at once when the chat is deleted. Each row says how many days are left. Only the person whose chat it is can see it.

Details: Artifacts.

Are our files copied or indexed?

No. SourceLace reads a file only when someone asks, pulls its text out in memory, and does not crawl or index your files. Every answer is read live from your systems, unless your organization has chosen Saved answers, an optional add-on your admin turns on system by system. Because nothing is indexed, search uses each store's own search: see Can SourceLace search inside my files?. Nothing is copied when a bucket is searched by file contents either: each file is read for that one search and its text is forgotten straight after. And when you connect your own search index, SourceLace only sends it searches; it keeps no copy of the index or of what it finds, beyond the short-lived result.

Details: What SourceLace does not store.

Are our records in SourceLace's backups?

Query results are never in SourceLace's database, so they are never in a backup. What the database does hold is backed up continuously and can be restored to any moment in the last 35 days; backups are encrypted, with copies in a second US region. When your organization is deleted, its encryption key is deleted too, so anything encrypted for it that remains in a backup can no longer be read. Recovery time and recovery point objectives are not yet defined in writing.

Details: Business continuity and backups.

What happens to our data when we leave?

Ask support@sourcelace.com to close your account. Nobody can sign in from that moment, and 7 days later everything SourceLace stores for your organization is removed for good, including the audit trail and your organization's encryption key. During those 7 days the deletion can be undone. Some records follow their own schedules instead: the locked daily audit records are kept for 400 days, the records of requested web addresses for 365 days, and backup copies expire on the hosting provider's backup schedule (see the privacy policy). Ask for an export of your settings and audit trail first if you want them.

Details: Removing access and data.

Can a person have their own data deleted?

Yes. People can delete their own chats and disconnect any source at any time, which deletes their stored sign-in. For other requests about personal information, email privacy@sourcelace.com.

Details: Can a person ask for their own data to be deleted or exported?.

Does SourceLace keep the names of Jira people?

Only inside saved chats. SourceLace does not keep a person's Atlassian account ID or name with your Jira sign-in or in the audit trail. When an answer from Jira that names people is saved in a chat, those names stay in that chat until the chat is deleted or reaches your retention period, like the rest of the chat. Atlassian asks every app that keeps people this way to report them, and SourceLace does. When Atlassian says an account is closed, that person's name is replaced in your saved chats with "a former Jira user", and when a name changes it is updated. The Health page shows how the last report went.

Details: Names of Jira people in saved chats.

Nothing is deleted. Sign-in is paused until your SourceLace contact extends the pilot or you sign a contract, and then everything is as you left it. Chats are deleted only if the opportunity is closed as lost, 30 days after that.

Details: Your pilot.