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# Deleting files stored in Box

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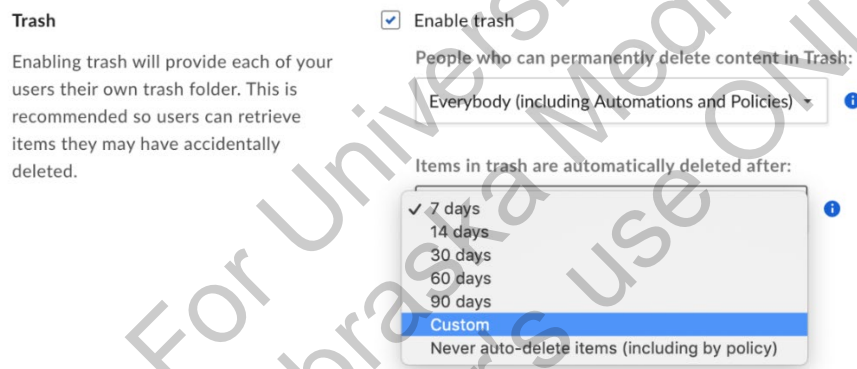
## Overview

Customers control the complete lifecycle of their content in Box – from creation, editing, version management, through destruction. This knowledge paper provides an overview of how Box manages the deletion of customer data files from our platform.

### Deleting a file or folder on Box

Box does not delete a customer's content from an active Box account unless requested by that customer. For a file or folder to be deleted from an active Box account, a customer must delete the content from their Box account. Deleted documents are moved to the customer's trash and held according to the trash settings, which are configurable in the Admin Console. The default setting is 30 days, but can also be set to 7, 14, 60, or 90 days, or to never be deleted from the trash. Customers may also choose to manually purge their trash, which would remove it from their trash bins immediately.

With Box Governance (an add-on product), customers can place additional controls on who is allowed to manually purge the trash, as well as set custom duration for how long trash is held (7 days to 10 years). For more information on Box Governance, please visit <https://www.box.com/security/governance-and-compliance>.



After the customer-defined trash period ends, or if a customer's trash is manually emptied, customer documents are flagged for deletion. Customers with Box Governance can also configure retention policies that will flag files for deletion at the end of the retention period, and those flagged files will bypass the customer's trash.

Once flagged for deletion, the files are no longer accessible to the customer via the Box UI or API. Once this occurs there is a window before the files will enter the deletion phase, which is about 14 days. During this time, the customer may request that Box recover these files via Box Support.

After this window, Box begins the deletion phase, which deletes the files flagged for deletion from Box's storage system and databases, rendering the files unrecoverable. Box does not have the means to recover this content once the deletion phase has begun.

### Summary

Box is designed to securely maintain customer content. The customer-configurable settings for the trash feature allow customers to have flexibility over retention periods for deleted content. At every point in the file and folder deletion process – from storing files to holding them in the trash – data is stored in an encrypted and secure manner.

### Additional Information

Should you have further questions regarding Box's content deletion process, please contact Box Support at [support.box.com](https://support.box.com) or your Box representative directly.