Leaving Box – What happens to all of your files

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Overview

Box values your relationship, and should you decide that Box is no longer the right fit for you at the current time, we want you to understand what happens to files you stored on Box.

At the end of your Box contract

If you choose not to renew your Box subscription or to delete your Box account, Box prepares your account and files for deletion in the following manner:

1. File Retrieval Window: If you have an enterprise account, your Box Administrator can request to receive limited time access to your Box account to retrieve your files stored on Box. During this time your account will be set for limited access; users will be able to view and retrieve their data but cannot add collaborations or create shared links. During this time, it is your responsibility to migrate all your files off Box.

2. Account Deactivation: After the file retrieval window, or on the termination date, whichever is earlier, your account will be deactivated, and your users will no longer be able to login to Box and access their files. Your files will then be subject to the deletion process outlined below.

Deleting your files

Once deactivated, your files will continue to be maintained securely in an encrypted format within Box until at least 120 days after your non-renewal or deletion. During this period after deactivation and before the deletion process begins, if you would like to reactivate your account and continue to use Box, you can renew your subscription and your files can be restored. If not, Box's deletion process will perform the following steps at the end of the period[1]:

1. Identification of files to be deleted: First, all the files in your account that need to be deleted are identified and marked for deletion.

2. Deleting files: Box takes a phased and comprehensive approach to deleting your files. Once your files have been marked for deletion, the deletion process begins and files marked for deletion are deleted from Box's storage system and databases, rendering the files unrecoverable. At this point, Box does not have the means to recover this content.

The time period it takes to perform this phase is dependent on the volume of data your organization has stored within the Box Service.

Additional Information

Should you have further questions regarding Box's content deletion process, please contact Box Support at support.box.com or your Box representative directly.

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[1] Customers may request Box to accelerate this timeframe.