

What to Expect During the Offboarding Process

We want to ensure your offboarding experience is smooth, secure, and clearly communicated. Below is an overview of what you can expect as we deactivate your account and wrap up access to the platform.

1. Offboarding Begins

Once we receive a formal termination request or contract end notice, we will begin the offboarding process and notify your designated point of contact.

2. Access Changes

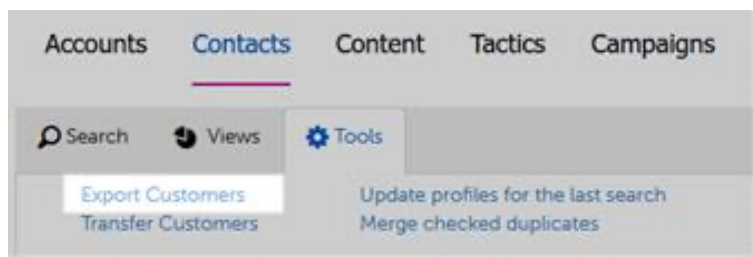
Your access, along with access for any affiliated partners, will be suspended as part of the offboarding process. If needed, we will provide a 7-day window for you and your partners to log in and run any final reports or exports.

3. Data Export Options

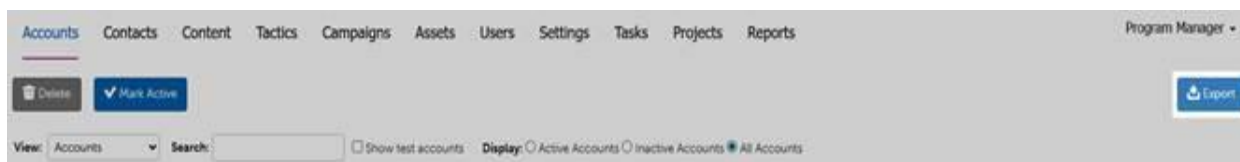
Before access is fully removed, you may export any data you wish to retain. Our streamlined reporting provides clearer, quicker insight into program performance through an in-platform analytics dashboard.

This includes items such as:

- Contacts
 - Go to Program Manager → Contacts → Tools Tab → Export Customers



- Reporting: [Learn More About Available Vendor Reporting](#)
- Lists of Partner Accounts
 - Go to Program Manager → Accounts → Export (CSV/Excel)



- The export file will include:

| | |
|--------------------------------|--------------------|
| Primary Account Manager | Country |
| Company | Region |
| Custom ID | Area Code |
| First Name | Phone |
| Last Name | Extension |
| Address1 | Email |
| Address2 | Domain Name |
| City | Start Date |
| State | End Date |
| Zip Code | |

- Partners are responsible for exporting their own data.
- Please note, reports cannot be run after deactivation.

4. Data Handling and Security

After deactivation:

All Personally Identifiable Information (PII) is permanently masked.

- Masked data cannot be recovered.
- Campaigns and associated links become invalid and no longer accessible.
- Backups naturally age out over our standard retention period.

All steps follow our compliance and security requirements.

5. SSO and Integrations

The full offboarding process occurs over approximately 90 days, including:

- Initial communication and the SSO shutdown period
- Data masking and deactivation
- Final aging out of backups and closure of all associated assets

You will receive confirmation once the process is fully complete.