

Data portability and switching providers

This page summarises the conditions for extracting and transferring subscriber data stored in PrinterMS and leaving the service. It forms part of the contract under clause 15.4(c) of the Terms of Service: section 2 is the complete, exhaustive list of data included in and excluded from export. It must be read together with clause 15.4 of the Terms of Service and section 9 of the Data Processing Agreement. Extending the list does not constitute a contract amendment; narrowing it is possible only through an amendment under clause 16.3 of the Terms of Service.

1. Export

The Subscriber's primary Owner can use the platform's built-in export feature to create a Microsoft Excel Open XML (.xlsx) workbook. The export is prepared in the background after the request. The requester is notified by email when it is ready (the notification contains no download link or secret data). The workbook can be downloaded from the signed-in interface over an encrypted HTTPS connection for **72 hours** after it is ready. The Provider then deletes the file and also deletes the request's administrative record after 30 days.

2. Exported data categories and structures

The current export contains the following worksheets:

Worksheet	Main data categories
Users	email, name, role, active status
Customers	name, tax number, contact and address details
Suppliers	name, tax number, contact and address details
Printers	serial number, model, type, status, purchase
Contracts	customer, printer, term, fees, minimums, note
Contract templates	template name, printer type, fees, minimums, validity
Meter readings	printer, date, source, meter values, billing status
Parts catalogue	type, name, part number, compatibility, service life
Parts inventory	part, purchase, supplier, usage
Service events	printer, type, date, amount, description
Signed service reports	the report snapshot at signing, names of the signatory and recording user, normalised signature strokes, exact declaration, timestamp and document hash
Outgoing invoices	customer, invoice number, status, dates, amounts, platform
Incoming invoices	supplier, invoice number, date, net amount, status
Monthly fee revenue	customer, printer, period, amount, event type

Worksheet	Main data categories
Usage fee revenue	customer, printer, period, page counts, minimums, amount
Parts sales	customer, part, date, amount
Printer sales	customer, printer, date, amount
Incoming emails	sender, recipient, subject, receipt time, processing status
Legal acceptances	accepting user, document versions and SHA-256 hashes, exact declaration texts and timestamps, IP address, browser identifier
Billing mandates	approvals for automatic invoicing before 1 September 2026: authorising user, version, exact text, timestamp, IP address, browser identifier and automation setting
User declarations	invited user, privacy and acceptable use versions and hashes, exact text and timestamp
Exit feedback	voluntarily provided reason for leaving, improvement suggestion and comment at cancellation or deletion, plan and approximate printer count

This workbook contains the directly available self-service data categories listed above; we do not claim that every internal database record is included in a single file. The workbook (and the export provided on request below) excludes encrypted integration secrets, authentication secrets, webhook payloads from payment and email providers, temporary import files, and global logs and configuration relating to other subscribers or the platform's internal operation.

The exact provider-issued PDFs of outgoing invoices issued through PrinterMS can be viewed and downloaded individually from the invoice list. Bulk PDF delivery can be requested through the verified support export described below.

The Subscriber can contact **support@printerms.com** to request a structured, commonly used, machine-readable copy of additional exportable data and digital assets outside the workbook that it has entered or co-created through use of the Service. These comprise its organisation settings, invitation history, QR issue reports, DCA and Monitor settings and history, customer portal access and sites, outgoing invoice PDFs, raw content of incoming meter-reading messages and emails, and uploaded incoming supplier invoice files (during their retention periods specified on the [Data security and retention](#) page), as well as the full set of data extracted from incoming supplier invoices. The Provider agrees a secure transfer method with the verified and authorised requester and fulfils the request without undue delay, no later than 30 calendar days. Data solely concerning internal operation may be excluded from the transfer if it would jeopardise the Provider's trade secrets or security, provided that this exclusion does not prevent switching providers.

Tenant isolation prevents the Subscriber from accessing data belonging to other subscribers.

3. Leaving and migration

- The Subscriber may terminate the contract at any time under clause 15.2 of the Terms of Service; the export feature remains available until termination and for at least 30 days afterwards.
- The Provider supports migration with reasonably necessary technical information, but setting up the destination system and importing the data are the Subscriber's responsibility.
- The Provider **charges no separate fee** for switching, export or leaving.
- After the recovery period, deletion of the data is governed by section 9 of the Data Processing Agreement.

4. Contact

For help with export or switching: **support@printerms.com**. For privacy questions: **privacy@printerms.com**.