

HOUSBE, L.L.C. — Message Retention & Compliance Addendum

Version 1.0

Effective Date: [Provided on the registration page]

1. Purpose & Scope

This Addendum governs the capture, retention, access, and lawful disclosure of messages exchanged through any HOUSBE messaging features (the “Messenger”). It supplements the HOUSBE Terms of Service and applicable role-based agreements. In case of direct conflict, priority is: (1) this Addendum; (2) the applicable role-based agreement; (3) the HOUSBE Terms of Service; (4) the Privacy Policy; (5) the DPA.

2. Definitions

“Message Data” means messages, attachments, reactions, timestamps, participants, and technical metadata (IP/device, delivery/read status).

“Legal Hold” means a directive to preserve Message Data for litigation, investigation, audit, or regulatory inquiry.

3. Retention & Preservation

HOUSBE will retain Message Data for seven (7) years from the later of (a) the date of the message or (b) the last activity in the thread, unless a longer period is required by law or a Legal Hold. Messenger does not support ephemeral or auto-deleting messages. User edits and deletions (if enabled) are non-destructive: prior versions are preserved and auditable.

4. Legal Holds

Upon receipt of a Legal Hold, HOUSBE will immediately suspend deletion for the specified users/threads/time ranges and preserve Message Data until the Hold is lifted.

5. Access, Disclosure & Audit

Only authorized HOUSBE personnel may access Message Data for operational, security, or compliance purposes. HOUSBE may disclose Message Data in response to valid legal process or regulatory requests. Administrative access to Message Data is logged and preserved for seven (7) years.

6. User Notice

Users acknowledge that business communications within the Messenger are retained for compliance and may be reviewed for security, legal, and audit purposes, consistent with the Privacy Policy and DPA.

7. Compliance Features

Messenger honors user opt-outs (e.g., “STOP” for SMS equivalents) and integrates with Do-Not-Contact lists. HOUSBE may monitor or restrict content that violates law or Platform rules. HOUSBE may rate-limit or suspend accounts to prevent spam or unlawful outreach.

8. Security Measures

Message Data is protected with industry-standard security controls, including encryption in transit, encryption at rest, access control, logging/monitoring, vulnerability management, and tested backup/restore.

9. Data Subject Requests

HOUSBE will process data access/correction/deletion requests as required by applicable law. Where legal obligations prevent deletion, HOUSBE will restrict processing instead of erasing.

10. Amendments

HOUSBE may update this Addendum; continued use of the Platform more than thirty (30) days after notice constitutes acceptance.

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