

Relay Eval Attachment

Legal hold PDF

high-deletion-retention-2

Attachment Summary

Mentions an active retention hold tied to the customer's current dispute review.

Customer Message

Hi, Rina from Beacon Health. We want our workspace deleted immediately, but our legal team also mentioned an active retention hold for a dispute. Can support still remove the data this week?

Evidence

Data retention policy: Deletion requests must be escalated when a legal or contractual hold is active.

Legal hold note: The attached document indicates that a retention hold is still in force for the workspace.

Review band: Escalation required

Confidence: 46%