

Export Technical Reference

Requesting an export

An authorised Customer representative may request an export at legal@uxmapp.com, identifying the Customer, service, required data and date range.

Export scope

Exports include applicable Customer Data still held by Systemslab, including collected user and endpoint identifiers, application usage, application performance and endpoint performance data. Relevant Customer configurations, outputs and support material are included where held and within the export scope.

Format and delivery

Systemslab prepares tabular exports in CSV format using supported search and export functions. Other files are supplied in their existing format or another appropriate commonly used format. Exports include column headings and information needed to interpret timestamps, identifiers and metric units.

Systemslab verifies the recipient's authority and arranges secure delivery. Delivery instructions specify how to access the files and when download access expires.

Large exports and available history

Large exports may be divided by dataset, date range or file size and delivered in multiple batches. Systemslab coordinates these batches to complete the applicable export.

Available history depends on the service configuration and applicable retention settings. Systemslab confirms the available period, relevant technical limits and any justified exclusions when coordinating the request. These arrangements do not reduce mandatory export or switching rights.

Exit and deletion

The Customer Agreement, Data Processing Addendum and Export and Deletion Guide govern retrieval periods, return deadlines, switching and deletion.