



File Management

Effective Date: April 2025

At 1194 Creative, we take the management and security of client files seriously. This File Management Policy outlines how we handle, store, and retain digital files provided to or created for our clients as part of our services, including website design, graphic design, artworking, and print management.

File Storage and Retention

Active Storage Period:

All client files are stored securely on our internal systems for a period of up to 6 months from the completion of the project or delivery of the final files.

Archived Storage:

After 6 months, files are archived and backed up securely in an on-site storage system. These backups are maintained for long-term safekeeping but are not guaranteed to be immediately accessible without notice.

File Access Post-Project:

Clients are encouraged to download and store all final deliverables upon project completion. Retrieval of archived files beyond the 6-month active storage period may incur a retrieval fee and may require up to 5 working days.

Security Measures

All files are stored on secure, access-controlled systems.

Regular backups are performed to ensure data integrity and availability.

Access to client files is restricted to authorised personnel only.

Client Responsibility

While we take every measure to store and back up your files, we strongly recommend that clients maintain their own copies of all important project files and final deliverables.

Third-Party Sharing

We do not share client files with third parties without explicit written consent, unless required by law or necessary to complete the agreed-upon services (e.g. sending artwork to print suppliers).

Policy Updates

We may update this File Management Policy from time to time. Any changes will be communicated on our website and reflected with a new effective date.