NAVICA AI DATA PORTABILITY AND SWITCHING INFORMATION

Effective: 10 August 2026

This page provides the switching information referenced in Section 12.5 of the Platform Terms.

Starting a switch

A Customer may request a switch to another provider, a port to on-premises infrastructure, an export without a provider switch, or erasure by using available account controls or emailing support@navica.ai. The maximum notice period is 14 calendar days. Navica may ask for destination details, scope, format and an authorised contact.

Exportable data and digital assets

- Customer-provided files, records, prompts and other Customer Data.
- Customer-specific output generated through the Services.
- Associated metadata, agent configurations, operational models and workflows that the Customer has a right to use independently of Navica.
- Account and audit exports made available by the applicable subscription tier or Order Form.

Excluded data

An exclusion will not be applied in a way that impedes or delays the Customer’s switching rights.

- Navica Materials, platform source code, model weights and other Navica intellectual property.
- Third-party materials that the Customer has no independent right to port.
- Provider trade secrets and internal data specific to platform operation.
- Security or service-integrity data whose export would create a cybersecurity risk.

Formats and interfaces

Navica will provide exportable data using structured, commonly used and machine-readable formats appropriate to the data, such as JSON, CSV and original uploaded file formats. Available authenticated APIs and documented export controls will be used where appropriate. Known restrictions depend on the selected connectors and any third-party proprietary formats.

Timing, retrieval and deletion

- Transition begins after the notice period and will ordinarily complete within a maximum of 30 calendar days.
- If that period is technically unfeasible, Navica will notify the Customer within 14 working days, explain why and state an alternative period not exceeding seven months.
- The Customer may request one reasonable extension of the transition period.
- Exportable data remains retrievable for at least 30 calendar days after the transition period.
- After the retrieval period, Navica erases the exportable data, subject to legal retention and temporary protected backups under the DPA.

Assistance, security and charges

Navica will cooperate in good faith, maintain the security and continuity measures for which it is responsible during switching, and provide reasonable documentation and technical support. Until 12 January 2027, any switching charge will not exceed Navica’s direct switching costs. From 12 January 2027, Navica will not impose switching charges prohibited by the EU Data Act.

Contact

Send switching and portability requests to support@navica.ai and privacy questions to privacy@navica.ai.