



## Document Management & Retention Policy

As a cloud-first organization, K Liu Accounting Services Inc. does not include nor is responsible for document management related services within our standard service offerings; including but not limited to delivery, printing, archiving, storage services. ONLY under circumstances as per clients' electronically written special requests consent, K Liu Accounting Services Inc. may provide certain document management services by utilizing third-party service providers with additional processing & handling surcharge (as per current advertised service rates) to be paid by clients prior to arranging such services. K Liu Accounting Services Inc. is NOT responsible for services provided by third-party service providers.

Clients' document (electronic & hard copy) retention period is until calendar year end from service invoice date; it is the clients' responsibility to make arrangements to obtain documents from K Liu Accounting Services Inc. within the retention period. Past this retention period, physical hard-copy documents will be converted to cloud-based electronic format at a processing & handling surcharge of \$100 plus \$5 per page over 20 pages; providing 12 months of cloud-based archiving from the service invoice date prior to permanent deletion. Physical hard-copy documents will be shredded immediately upon conversion to cloud-based electronic format.

Third-Party Document Management Application(s) may be provided to clients as optional service features; K Liu Accounting Services Inc. is not responsible for management and security of contents uploaded and stored using Third-Party Document Management Application(s). K Liu Accounting Services Inc. acts solely as an intermediary in providing client(s) access to Third-Party Document Management Application(s). Uploads exceeding Third-Party Document Management Application(s) Service Package inclusions will be automatically be deleted, K Liu Accounting Services Inc. is not responsible for reminding nor providing warning to clients on deletion of excess usage; client(s) with Free & Basic Third-Party Document Management Application Service Package are fully responsible for monitoring their own usage to remain within the allowable monthly upload limitations.

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