

**Subject:** Data Portability Rights and EU Data Act Compliance - Request for Information and Data Export Options

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Dear Support Team,

I am writing on behalf of [Company Name], a customer of your communication archiving services under [Contract Reference Number]. We are writing to request important information regarding our data portability rights and your compliance with the upcoming EU Data Act provisions.

As you will be aware, the EU Data Act (Regulation (EU) 2023/2854) became applicable from 12 September 2025, with full elimination of switching charges required by 12 January 2027. These provisions apply to all providers of data processing services offering services to customers in the EU, regardless of the provider's location.

Specifically, the Act requires that:

- From September 2025: Any switching charges must be limited to direct costs only (no overhead or margin)
- From January 2027: Complete prohibition on data extraction and switching charges
- Customers must be able to switch providers within 30 days with all exportable data

Our Immediate Requirements.

1. **Current Fee Structure:** Please provide a detailed breakdown of all current charges associated with:
  - Data extraction/export (per GB/TB)
  - API access for bulk data retrieval
  - Professional services for migration assistance
  - Any other fees related to data portability
2. **Data Inventory:** Please confirm:
  - Total volume of our archived data
  - Breakdown by data type (emails, attachments, instant messages, metadata, audit trails)
  - Available export formats and their compatibility with industry standards
3. **Compliance Roadmap:** Please provide your firm's official position and timeline for EU Data Act compliance, including:
  - When will extraction fees be eliminated for UK clients?
  - What technical preparations are being made to ensure 30-day switching capability?
  - Will you apply these provisions globally or only to EU/UK clients?
4. **Export Options:** We require information on:
  - Available methods for bulk data export
  - Timeline for extracting our complete archive
  - Format specifications for exported data (particularly regarding metadata preservation and chain of custody)

We appreciate your cooperation and look forward to your plan and itemised quotation compliant with the EU Data Act.

Kind regards,

[Name, Title]