

Note: This English text is provided for convenience. The Dutch version is authoritative where translations differ.

Data portability & switching

This page explains how you can export your data from TimeChimp, switch to a different provider or to your own on-premises infrastructure, and use TimeChimp alongside other services. It is provided in accordance with the EU Data Act (Regulation (EU) 2023/2854), Articles 25, 26, 29, 30 and 34, and forms part of your **Agreement** with TimeChimp (see the [general terms and conditions](#), Article 1.21).

1. Scope

- 1.1 This page applies to your use of the TimeChimp platform as a "data processing service" within the meaning of the Data Act.
- 1.2 It supplements, and does not replace, the [general terms and conditions](#), the [data processing agreement](#), and the [Service Level Agreement](#). Where this page and another document conflict on data portability or switching, this page prevails on that specific topic.

2. Exportable data

- 2.1 "Exportable data" means input and output data, including metadata, that is directly or indirectly generated or co-generated by your use of the TimeChimp platform. It excludes TimeChimp's intellectual property, trade secrets, and data related to the integrity and security of the service.
- 2.2 The table below is a non-exhaustive illustration of the categories of data in your TimeChimp environment.

a) Exportable data

Category	Examples
Time and attendance data	Time entries, timesheets, hours registered per project/task
Expense data	Expense entries, receipts, mileage records
Project and client data	Projects, tasks, clients, budgets
Invoicing data	Invoices, invoice lines, invoice status
Account and user data	Users, roles, permissions, organisation settings
Contact data	Names, email addresses, and other contact details you have entered

b) Data excluded from export

Category	Reason for exclusion
Access logs	Relates to the security and integrity of the service
System and security logs	Relates to the security and integrity of the service
System configuration/settings	Not "your data"; part of the underlying service
TimeChimp product logic, templates, and reports design	Protected by TimeChimp's intellectual property rights

2.3 Exportable data is made available in a structured, commonly used, and machine-readable format (for example CSV or Excel export, or via API where available). Providing exportable data does not include an obligation to help you achieve functional equivalence in a destination provider's service.

2.4 Known restrictions and technical limitations for exports are described in section 5 below.

3. The switching process

TimeChimp supports three phases when you switch to another provider or to on-premises infrastructure, in line with Article 25 of the Data Act. Switching is a customer-driven process: TimeChimp is responsible for extracting your data to a machine-readable format; you (or your destination provider) are responsible for uploading it into the new environment, unless you have separately purchased migration assistance from us.

3.1 Notice period

You may terminate your **Subscription** in line with [Article 8](#) of the [general terms and conditions](#). Regardless of your agreed notice period, you always have the right to terminate with no more than two months' written notice under the Data Act. If you only want your data erased, with no further switching assistance, your **Subscription** ends at the end of this notice period and your data is deleted in line with our [privacy statement](#) and [data processing agreement](#).

3.2 Transitional period

If you tell us you want to switch to a different provider or to on-premises infrastructure, rather than simply end your **Subscription**, we will not terminate your **Subscription** immediately after the notice period. Instead, a transitional period applies during which we support your export:

- Standard transitional period: 30 calendar days after the notice period ends.
- This may be extended where technically necessary; we will tell you if a longer period is required and why.
- You may also request a longer transitional period if you need more time; let us know via support@timechimp.com.

3.3 Retrieval period

After the transitional period, a retrieval period of at least 30 calendar days applies. This gives you a final window to extract any remaining data before your **Subscription** and access are terminated.

3.4 If your **Agreement** covers multiple services or modules and you are only switching away from part of it, the rest of your **Agreement** continues unaffected.

4. Open interfaces and interoperability

4.1 TimeChimp makes data export functionality available on equal terms to all customers, and to destination providers involved in a switching process, free of charge, to support the switching process described in section 3.

4.2 Where TimeChimp offers APIs, these are documented and available to support both one-off data portability (switching) and, where applicable, continuous use of TimeChimp alongside other services ("in-parallel use"). For current API documentation, see <https://v2.api.timechimp.com/>.

4.3 Making TimeChimp interoperable with another service for in-parallel use may involve reasonable data egress charges, limited to costs directly incurred; this is separate from the switching-charge rules in section 5.

5. Switching charges and technical limitations

5.1 In line with Article 29 of the Data Act:

- Until 12 January 2027: TimeChimp may charge reduced switching charges, limited to the costs directly linked to the switching process.
- From 12 January 2027: TimeChimp will not charge for the switching process described in section 3.

5.2 Switching charges are separate from, and do not include, any early termination fees that may apply under your **Subscription details**.

5.3 Known technical limitations:

- a. **Formats per module.** Time, expense and mileage reports in the platform can be exported as CSV, Excel (.xlsx) or PDF. Projects and schedules export as Excel (.xlsx). Invoices download as PDF; bulk export of invoices or expense attachments is delivered as a ZIP file. API v2 returns JSON.
- b. **Large exports.** Very large time entry or project exports may be processed as a background job and sent to your account email instead of downloading directly in the browser.
- c. **Schedule.** When exporting schedules by project and employee per day, custom date ranges are limited to 7 consecutive days.

- d. **PDF export from tables.** PDF export from report tables is limited to 10 visible columns.
- e. **Permissions.** Exports only include data your user role and permissions allow you to access.
- f. **API.** API v2 uses paging; retrieving full datasets may require multiple requests. Rate limits may apply.
- g. **Attachments.** Uploaded files (such as expense receipts) are exported as attachments; the maximum upload size per file is 10 MB.
- h. **Support.** Some data (for example a full account export after your **Subscription** has ended, or data not available via self-service export) may require a request via support@timechimp.com.

6. Online register

6.1 This page serves as TimeChimp's online register under Article 26 of the Data Act. It is kept up to date with:

- available procedures, methods, and formats for switching and porting data (sections 2 and 3);
- known restrictions and technical limitations (section 5.3);
- relevant standards and open interoperability specifications for exportable data (section 4).

6.2 For information on how TimeChimp secures your data and prevents unauthorised international government access to non-personal data, see section 10 of our [privacy statement](#).

7. Contact

Questions about exporting your data or switching providers: support@timechimp.com.