

Patronum Archive for Google Workspace Service Definition

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1. PATRONUM ARCHIVE

Patronum Archive is a Google Workspace data archiving solution that automatically transfers users' Gmail data into your organisation's own Google Cloud Storage bucket. It keeps content fully searchable, supports both granular and full-user restores, and applies retention policies that align with organisational compliance requirements. Human Resource, Legal, and IT teams can perform e-discovery and internal investigations efficiently - without the need to maintain paid Google Workspace Archive licenses.

2. KEY PRODUCT FEATURES

Archive features are accessed from the standard Patronum dashboard and are typically triggered by offboarding policies. Key features are summarised below.

3.1 Automated Offboarding to Archive

Patronum Archive adds a final step to standard Patronum Offboarding policies, automatically moving departing users' Gmail data into long-term storage. This removes manual effort, frees up paid Google Workspace licences sooner, and keeps records accessible for audits, investigations, or future reference - without leaving inactive accounts in Google Workspace.

3.2 Retention Policies

Custom retention policies can be created in Patronum to ensure the correct data is archived, retained, or purged according to a predetermined schedule. This automated approach reduces the risk of human error, supports compliance requirements, and helps manage storage growth across Google Workspace.

Alternatively a retention policy can be set by a Storage Admin on the Google Cloud storage bucket and files manually deleted after the retention period has elapsed.

3.3 Granular Search and Restore

Flexible search capabilities are supported, including former employee name, date ranges, keywords, or other metadata. This enables the restoration of individual emails, attached files, or user's Gmail content. A fully searchable archive helps IT, Human Resource, and Legal teams to retrieve evidence swiftly for audits, e-discovery, and Subject Access Requests - reducing delays during investigations, disputes, or other requests.

3.4 Archive Storage Under Your Control

All archived data is stored in your organisation's Google Cloud Storage bucket including email in Mbox RFC 4155 standard format rather than proprietary databases or data structures. This ensures full ownership, stronger data governance, and alignment with your organisation's security and compliance policies.

3.5 Archive Vault for Google Vault Data

Patronum archiving includes all data retained in Google Vault and can archive content including deleted emails held under a retention or hold policy. This ensures important emails remain accessible and can be restored to another account when required.

3. SERVICE OVERVIEW

3.1 Operations

Solution Provider

Bespin Labs Ltd, Bates Mill, Colne Road, Huddersfield, HD1 3AG United Kingdom.

Service Access

Patronum Archive is a subscription based software as a service product installed as part of Patronum within a customer's Google Workspace domain by a Super Admin via the Google Workspace Marketplace. User access to Patronum and Patronum Archive is determined by customer's admin delegation and permissions.

Support Services

Support is available within Patronum Archive or at - <https://www.patronum.io/support/> .

- Online chat available 24/7 all year round
- Video call
- Screen sharing

Help is available from within Patronum Archive or at - <https://help.patronum.io/en/>

Hosting & Location

Patronum Archive runs as part of Patronum in Google App Engine on Google Cloud Platform's data centres located in UK and EU countries.

Service Availability

Google App Engine's service level objective is a monthly uptime percentage of at least 99.95%.

Service Security

As specified in "Patronum Archive for Google Workspace by Bespin Labs" Government Digital Marketplace entry and Google Cloud Platform security details at - <https://cloud.google.com/docs/security> .

3.2 Privacy and Data Protection

Bespin Labs processes general contact data according to the Privacy Policy at <https://www.bespinlabs.com/privacy-policy>.

Patronum is supplied and operated according to the Master Subscription Agreement (MSA) at - <https://patronum.io/master-subscription-agreement>.

Patronum data protection is specified in the Data Processing Agreement (DPA) at - <https://patronum.io/data-processing-agreement>.

Patronum is operated in a secure multi-tenant cloud environment on Google Cloud Platform with all customers sharing a common robust operational infrastructure, software, security and support under the same MSA and DPA.

It is important to note that Patronum access is based on the permissions set and controlled by an organisation's IT and security teams and Bespin Labs personnel cannot and will not access the content of customer documents or emails.

3.3 Software and Storage Requirements

Patronum Archiving requires active licenses for Google Workspace and Patronum or Patronum+ subscriptions, plus a Google Cloud storage bucket. This storage must be supplied and administered by your organisation and have sufficient capacity to meet current user archive requirements, together with a minimum of 20% headroom. The Google Standard Storage Class is recommended, as it incurs no retrieval fees. Where access is required no more than once per month, the Google Nearline Storage Class may be suitable.

3.4 Installation and 30-day Free Trial

Any Google Workspace domain may be registered at <https://www.patronum.io> for a 30-day free trial of Patronum. After submitting a short form you will be emailed details about how to install Patronum on your domain. You will need Super Admin privileges to fully install Patronum on your organisation's domain.

Some Patronum features will fully operate when Patronum is first installed. However in the context of a substantial organisation there are certain background tasks that may require up to 24 hours to complete such as the extraction of file metadata of every file in the organisation's Google Drives or acquisition of the organisation's contact directory, and during this time the Patronum features that depend on this data will be locked until the processing is complete.

Patronum Archiving is normally initiated via Patronum offboarding policies into the Google Cloud Storage Bucket supplied by your organisation..

Patronum co-exists with Google Admin Console so you may use either at any time.

3.5 Deinstallation

Patronum must be removed by a Google Workspace domain Super Admin.

After Patronum has been fully deinstalled any Workspace Data previously added or updated in your Google Directory or Google Drives will remain unchanged in its current state. If Google Workspace accounts have been archived using Patronum Archive into your organisation's Cloud Storage bucket, the data will remain in open formats and fully under your control. Your Google Workspace domain will continue to operate normally and we will permanently delete any Patronum Data accumulated in use within 30 days.

4. PATRONUM LICENSING

For pricing details please refer to the Patronum Pricing Plan. The minimum subscription period is one year.

Patronum licensing is based on a per user annual subscription paid in advance depending on the Google Workspace licence types and number of user licences in a domain as follows:

- (a) A Patronum or Patronum+ Business User subscription is required for every Google Workspace Business/Enterprise user licence, whether allocated to an active user account or not;
- (b) A Patronum Archive User subscription for every Google Workspace archive user licence or Patronum archive user in an organisation's Google Cloud storage bucket;
- (c) A Patronum or Patronum+ Education User Subscription for every Google Workspace Education active user licence;
- (d) A Patronum or Patronum+ Nonprofit User Subscription for every Google Workspace Nonprofit active user licence;
- (e) Education/Nonprofits Google Workspace non-live and archive users are given access to Patronum free of charge;
- (f) Education and Nonprofits eligibility is designated by Google;

5. ABOUT BESPIN LABS

Bespin Labs Limited is a UK Google Cloud solutions provider. It became an Official Google Cloud Partner in 2018 and launched its first product, Patronum in 2019.

Patronum is operated as software as a service exclusively on Google Cloud Platform in the UK and Europe.

Bespin Labs runs in a transparent, collaborative, and engaging community way for our team, partners and our customers. The customer first approach is at the heart of everything the company does, from features requests to pricing strategies.