

 A SHORT GUIDE FOR TEAMS THAT RUN ON CLICKUP

# Who is responsible for your ClickUp data?

ClickUp keeps its platform secure and running. What your team creates, changes and deletes inside it stays your responsibility. That is normal for cloud software, and it is simple to cover.

## Who looks after what

### ClickUp looks after

- **The platform.** Hosting, security and availability of its own infrastructure.<sup>1</sup>
- **A Trash.** Most deleted items can be put back within 30 days. After that they are permanently deleted.<sup>2</sup>

### Your organisation looks after

- **Your content.** Tasks, Docs, files, comments, custom fields.
- **What happens to it.** Changes made by people, automations, AI agents and connected apps.
- **The gaps.** Anything deleted over 30 days ago, and items the Trash cannot bring back, such as comments and automations.<sup>2</sup>

“...we encourage you to maintain your own backup of your Content. In other words, we are not a backup service and you agree that you will not rely on the Service for the purposes of Content backup or storage.”

ClickUp Terms of Service, section 4.10<sup>3</sup>

## How data usually gets lost

### Accidental delete

A List is removed during a clean-up. Nobody notices until the Trash has already emptied.

### Bulk edit gone wrong

A bulk change or import overwrites due dates on hundreds of tasks. Nothing was deleted, so the Trash is empty.

### Unchecked AI agent

An AI agent with edit rights renames, moves or closes tasks in bulk. It works fast, so the damage is done before anyone checks.

### A colleague leaves

Before going, someone clears out the Lists they saw as their own. The team finds out weeks later.

## What an independent backup adds

### Automatic daily backups

Lists, tasks, Docs, files, comments and custom fields are backed up every 24 hours. Each day is kept as its own version. Nothing to schedule.<sup>4</sup>

### Restore a single item

Bring back one task, comment or file, or a whole List. Restore as a new copy, or overwrite only the fields you choose on an existing task.<sup>5</sup>

### A snapshot before changes

Connect ProBackup before a migration, restructure or bulk import. Once the first backup has finished, the earlier state stays available to restore.

A backup can only restore what it has captured. A few ClickUp items, such as automations, forms and task templates, are not available to backup tools and are not included.<sup>5</sup>

### NEXT STEP

## Start your free trial today – setup only takes a few minutes

No credit card needed.<sup>5</sup> You sign up yourself and connect your own workspace, so the account and the data stay yours.

Use Northwind Consulting's link:

[probackup.io/example-referral-link](https://probackup.io/example-referral-link)

Questions? Ask Northwind Consulting: Jane Example · [jane@northwind.example](mailto:jane@northwind.example) · +32 000 00 00 00



Sources, checked 1 October 2026: <sup>1</sup> [clickup.com/security](https://clickup.com/security) · <sup>2</sup> [help.clickup.com](https://help.clickup.com), “Restore items from the Trash” · <sup>3</sup> [clickup.com/terms](https://clickup.com/terms), effective June 27, 2025 · <sup>4</sup> [support.probackup.io](https://support.probackup.io), “How does ProBackup back up your data?” · <sup>5</sup> [probackup.io/backup/clickup](https://probackup.io/backup/clickup) · <sup>6</sup> [probackup.io/resources/audit-reports](https://probackup.io/resources/audit-reports)

ProBackup has backed up SaaS apps since 2018 and is SOC 2 Type II audited, with AES-256 encryption.<sup>6</sup> ClickUp is a trademark of Mango Technologies, Inc. This guide was written by ProBackup and is not issued or endorsed by ClickUp.