

Cloud storage for consumers: what to look out for

Cloud storage is a virtual hard drive. It allows you to store and manage your personal files, photos and music via the internet.

Before you sign up to a cloud storage service:

- Think about what you want or need to use it for. As a back-up in case you lose the originals? Or as a way to share and access your files no matter where you are or what device you're using?
- Do you want to save your data in tandem with other storage options so that it is in more than one place?
- Think about how much data you want to store. Some services offer free storage and then tiered price plans give you more.

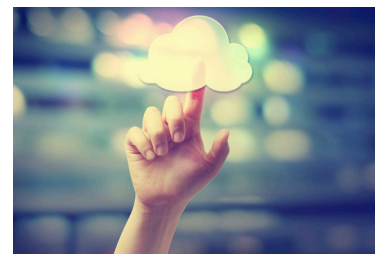
Important things to look out for once you've signed up:

- Look out for notices from the storage provider about auto renewal dates or any changes to the service or price - check your e-mails (including in the spam/trash).
- Remember you have the right to cancel and get a refund within 14 days of signing up to a service and every time it renews.
- Check for any restrictions on use. If your account is suspended or cancelled you could lose access to data.
- Keep payment details up to date to avoid subscription lapses that could stop you accessing your data.
- Remember to sign in occasionally - some providers close inactive accounts.
- If you want to leave the service, check how much notice you need to give. Make sure you have enough time to transfer or back up your data to another location.

What to do if things go wrong:

- You can challenge a contract term if you think it is unfair, even if you have signed up to it "in the contract".
- An unfair term isn't legally binding – check our [advice for businesses](#) to find out more.

Make sure you know what you're signing up to and look out for any service updates.



Why is this important?

Businesses that offer cloud storage services need to comply with consumer law.

Knowing more about your legal rights can help you avoid problems and resolve issues if things go wrong.

The Consumer Rights Act 2015 (CRA) covers unfair terms in the Terms & Conditions of Services for Consumers.

If you need help with a consumer law problem, contact:

- Citizen's Advice
03454 04 05 06
- Your local Trading Standards office

Read more about the CMA's work on Cloud Storage

These materials do not constitute legal advice and should not be relied upon as such.