



What happens to my files if I want to close my account?

Before committing all your company's media to Skyfish, you're probably wondering:

What if we stop using Skyfish? What about all our media, and all the time we've spent on adding titles, keywords, descriptions, etc.?

You could download all the media yourself, but with the large amount of data, it would be hard to make sure everything is transferred.

Fear no more. At Skyfish we have a solution that transfers ownership of all media to you, while preserving all the metadata.

Starting the process

Should you decide to exit Skyfish, call or write your account manager who will then instruct you to do the following:

1. Create an account with Amazon Web Services so you can get access to their [Amazon S3](#) service. This storage service is where we will transfer all your files and their metadata to. You can then decide to move them into any other storage system of your liking afterwards.
2. You send the access credentials to your S3 account to us, so we can start transferring files there.
3. Once the files have been transferred, we'll let you know (this can take up to several days depending on the amount of data) so you can change the access credentials to your S3 account. That means we no longer have access to your files.
4. We terminate your account at Skyfish.

Files & Metadata

- All your files will be sitting in folders in your S3 account the same way they were organized in Skyfish.
- The filenames will be the media id in Skyfish with the extension of the file preserved (e.g. 6395629.jpg or 11234299.png).
- A "sidecar file" will be there with the .metadata extension added (e.g. 6395629.jpg.metadata or 11234299.png.metadata).
- This sidecar file will be in the [JSON](#) format, which is one of the de facto standards for how to represent data, and a format that almost all programming languages and platforms has libraries to process.
- The file formats supporting metadata (jpeg, tiff, png) will also have the metadata added to the actual file, which is exactly the same you're used to when downloading files from Skyfish.