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Exporting your Data / Off-Boarding

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In Kahootz, workspace managers can download their workspace content in a variety of formats at any time using the following methods:

- **Document Folders** can be exported to a ZIP file via the **Actions Menu**. (Note, this only includes the latest version of each document and not other items in those folders).
- **Databases, Structured Document, Comments** and **Survey Results** can be exported to CSV, Microsoft Excel or saved as reports.
- **Structured Documents** can be exported to Microsoft Word.

For more complicated exercises or larger amounts of data, a data extraction service is available on request at any time during the subscription period and for a period of up to one month after the expiry of the subscription period.

All the data that the service holds for a consumer will be exported as follows:

- All items within the workspace will be exported as JSON-structured data file(s).
- Documents and pictures will be exported in their original format, and referenced within the JSON files.
- A series of HTML pages will be generated in each folder listing the contents of that folder and linking to the downloaded original files and JSON files to help navigation through the information.

Data exports of up to 1GB can be supplied as a download; larger-size exports may be supplied via USB.

Depending on the size of your data, we may charge a fee to cover the time and materials required to export larger volumes.

All data export requests from our system require 5-7 business working days to action from the point of us receiving payment.

We can also design and develop a data-extraction process that exports data to meet specific requirements, or to assist in the import of data into another service. Please [contact support](#) for more information.

More detailed information

There are three different modes/formats for the export depending on what you plan to do with the exported file:

1. JSON - Each workspace is saved in a separate folder. All data from the Database is exported as JSON files.

All documents, pictures and video files are exported as <fileid>.<version>, and you have to use the JSON metadata to map the 'file id' and version to the original filename.

2. Documents - Each workspace is saved in a separate folder, and we only save documents using the folder hierarchy that mirrors the workspace folder hierarchy.

3. Pages - Each workspace is saved in a separate folder. All items are saved using a folder hierarchy that mirrors the workspace folder hierarchy.

We create a stand-alone web page for each item. Note that survey responses and structured document comments are not included in this mode.

Please note that we can export all document versions or just the latest version for each one.

We can also include a full site export of all your registered users (again, as JSON).

For your information: We may charge a fee for larger-size data extractions.

The export is an automated process. We will zip up the exported files into a password-encrypted file and make that available to you. How we provide that to you depends on how large the resulting zip is. If it's reasonable to upload it into one of your workspaces for you to download, we can do that. If you have a drop-off SharePoint area, we can upload it there, or we can copy the zip onto a physical USB media, and you can arrange a courier to collect it from us, or we can dispatch it via a "signed/tracked" service.

No Kahootz staff need to view or access the contents of your data while extracting it from Kahootz.

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