

Account Deletion and Data Export

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Controlling language: Français / French / Frans

The French version is controlling. In case of any discrepancy between language versions, the French version prevails unless mandatory law provides otherwise.

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1. Data export

An authorised person may request an export of account data through the available function or official contact channel. The export covers provided and exportable account data, subject to third-party rights, security secrets and legal limitations.

2. Deletion request

Account deletion is separate from subscription cancellation. A request may place the account into deletion_requested status, remove public visibility and disable access according to the security workflow.

3. Data deleted or anonymised

- Profile and ads that no longer need to remain public.
- Marketing data based only on consent where no other legal basis applies.
- Personal data no longer required for law, disputes, abuse prevention or security.
- Media according to storage cleanup and backup-rotation periods.

4. Data that may be retained

- Invoices/accounting data for the legal retention period.
- Payment history necessary for accounting and disputes.
- Security/audit logs for their stated period.
- Reports, appeals and complaints for their retention periods.
- Information necessary to defend claims, prevent fraud or comply with an authority.

5. Timing

GDPR requests are handled within applicable legal time limits, normally within one month where the GDPR requires it, with extensions in the circumstances permitted by the Regulation. Public account functions may be disabled sooner where no legal reason prevents it.

6. Identity verification

The Platform may verify the identity and authority of the requester to prevent unauthorised export or deletion of a business account.