



Data Deletion Policy

User Data Retention and Deletion Rights

Version: 1.0 Date: February 2026

Key Commitment

All email content and scam assessments are automatically deleted within 12 hours. Users can request complete deletion of their account and all associated data at any time.

1. Overview

ScamZero is committed to protecting user privacy and providing transparent data practices. This policy describes how we automatically delete data and how users can request deletion of their personal information.

2. Automatic Data Deletion

ScamZero automatically deletes data according to the following schedule:

Data Type	Automatic Deletion	Method
Pending email submissions Unconfirmed forwards	7 days after submission	Scheduled cleanup job (hourly)
Confirmed email submissions After user opt-in	12 hours after confirmation	Scheduled cleanup job (hourly)
Scam assessments Analysis results	12 hours after creation	Scheduled cleanup job (hourly)
Screenshot images URL captures	12 hours (with assessment)	Cascade deletion with assessment
Share links Assessment sharing URLs	12 hours (with assessment)	Assessment deletion invalidates links
AI chat conversations Chatbot interactions	30 days after conversation	Zapier (third-party) auto-deletion
User accounts	Not automatically deleted	User-initiated deletion required

2.1 Technical Implementation

Automatic deletion is performed by a scheduled cleanup worker that runs every hour. The worker:

- Identifies records older than the retention period
- Deletes associated files (screenshots, attachments)
- Removes database records permanently
- Logs deletion activity for audit purposes

3. User-Requested Deletion

Users have the right to request deletion of all their personal data at any time. This right is guaranteed under GDPR (Right to Erasure) and CCPA (Right to Delete).

3.1 How to Request Deletion

Users can request deletion through:

- 1 Self-Service:** Visit scamzero.com/delete-my-data and enter your email address. You'll receive a confirmation email to complete the deletion.
- 2 Email Request:** Send an email to support@scamzero.com from your registered email address requesting deletion of your data.

3.2 Verification Process

To protect against unauthorized deletion requests:

- Self-service deletion requires email confirmation via a secure link
- Email requests must come from the registered email address
- We may request additional verification for phone/mail requests

3.3 Processing Timeline

Request Type	Processing Time
Self-service	Immediate upon confirmation
Email request	Within 48 hours
Support request	Within 5 business days

4. Scope of Deletion

When a user requests account deletion, we delete:

Data Deleted

- User account record (email, preferences)
- All email submissions associated with the account
- All scam assessments linked to the account
- All screenshots and uploaded files
- Organization memberships and permissions
- Active sessions and refresh tokens

4.1 Data We May Retain

In limited circumstances, we may retain certain data:

- **Anonymized analytics:** Aggregate statistics that cannot identify individuals
- **Legal holds:** Data subject to legal proceedings or regulatory requirements
- **Fraud prevention:** Minimal data to prevent abuse (e.g., email hash for ban lists)

4.2 Third-Party Data

When we delete your data, we also:

- Remove data from our cloud infrastructure (Cloudflare)
- Note: Data sent to AI analysis (Google Gemini) is not retained by Google
- Note: Transactional emails in SendGrid follow their retention policy

5. Organization Data Deletion

For organization (enterprise) accounts:

5.1 Member Deletion

- Organization members can delete their individual data
- Deletion removes the member from the organization
- Organization-level aggregated data may remain

5.2 Organization Deletion

- Organization owners can request complete organization deletion
- All member data within the organization is deleted
- Billing and subscription records are anonymized per legal requirements

5.3 Contract Termination

When an organization's contract ends:

- All organization data is deleted within 30 days
- Users are notified before deletion
- Data export is available upon request during the notice period

6. Exceptions

We may decline or delay deletion requests in the following cases:

Deletion Exceptions

- **Legal obligations:** When we're required to retain data by law
- **Dispute resolution:** When data is needed for ongoing disputes
- **Fraud investigation:** When investigating potential abuse
- **Technical limitations:** Data in backups may take up to 30 days to fully purge

We will notify you if we cannot fulfill your deletion request and explain the reason.

7. Deletion Confirmation

After processing a deletion request:

- You will receive email confirmation that deletion is complete
- Your account credentials will no longer work
- Any shared links will become invalid
- Deletion cannot be undone

8. Data Portability

Before requesting deletion, you may want to export your data:

- **Account data:** Available through the portal Settings page
- **Assessment history:** Note that assessments are auto-deleted after 12 hours

Contact support@scamzero.com if you need assistance with data export.

9. Contact Information

For questions about this policy or to submit a deletion request:

Email: support@scamzero.com

Website: <https://scamzero.com>

For GDPR inquiries, you may also contact your local data protection authority if you believe your rights have not been respected.

10. Policy Updates

We may update this policy periodically. Changes will be posted on our website with an updated effective date. Material changes will be communicated to registered users via email.

Version	Date	Changes
1.0	February 2026	Initial policy

ScamZero

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For the complete privacy policy, visit: <https://scamzero.com/privacy>

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