

VEGA by VEL App — Account Deletion Instructions

To ensure full transparency and compliance with App Store requirements, VEL provides an easy-to-find, secure path for users to delete their account and all associated personal data directly within the mobile application.

Below is the step-by-step walkthrough of the in-app account deletion flow, followed by our data retention policy.

In-App Deletion Steps

Navigate to Profile Section

1. Open the app and navigate to the **Profile** section from the main navigation layout.

Initiate Account Deletion

2. Tap the **Delete My Profile** option.

Provide Optional Feedback

3. The application will navigate you to a dedicated screen titled **"We're sorry to see you go..."**
4. Here, you will have the opportunity to select the reason for your departure.
5. To proceed, look for the two action buttons at the bottom of the screen:
 - **Cancel** (*Secondary action — returns you to your profile safely*)
 - **Delete** (*Primary action — advances to final confirmation*)

Final Confirmation Modal

6. Upon tapping the primary **Delete** button, a system modal will appear to prevent accidental deletion. The modal displays the following details:
 - **Header:** Delete this account?
 - **Message:** You will lose all your bookings, preferences, and saved data. This cannot be undone.
 - **Actions:** Select **Delete** (Primary) to finalize, or **Cancel** (Secondary) to back out.

Data Purge & Session Invalidation

7. Once you tap the final **Delete** action, the system will instantly process the request, invalidating all active authorization tokens and ending active sessions across all logged-in devices immediately.

Data Retention & Privacy Policy Context

When an account is deleted via the flow described above, VEL executes the following backend protocols:

- **Personal Information:** All personally identifiable information (PII), including your name, contact details, profile preferences, and saved payment configurations, is permanently purged from our active database matrices.
- **Irreversibility:** Once confirmed, this process is completely irreversible. Account information cannot be restored, and future access to the platform will require creating a completely new account profile.