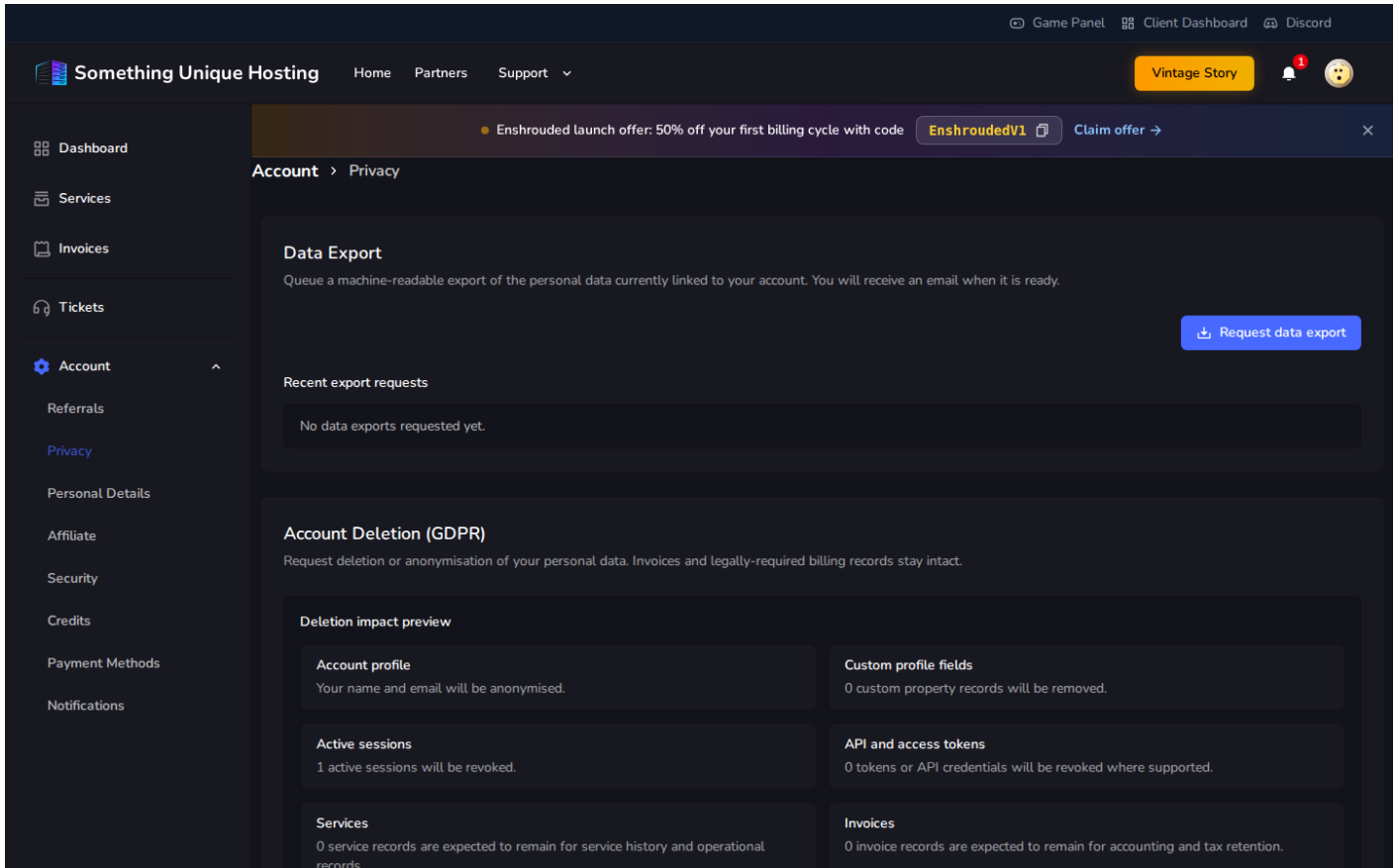


Privacy and your data

Go to **Account** → **Privacy** to manage your personal data.



Downloading your data

Click **Request data export**. We prepare a file with the personal data linked to your account: profile, services, invoices, tickets and so on. You'll get an email when it's ready, with a download link that expires after a short time. Your recent requests are listed on the same page.

Deleting your account

Under **Account Deletion (GDPR)** you can ask us to delete your personal data. The page shows a **Deletion impact preview** of exactly what happens:

- Your **name and email** are anonymised, so you can no longer log in.

- Your **sessions and access tokens** are removed.
- **Invoices and billing records** are kept, because we're legally required to keep them.

Cancel your services first. Deleting your account doesn't cancel your servers. Cancel each one from **Services** (see [Cancelling and refunds](#)) and download any backups before requesting deletion.

Deletion requests are reviewed by our team, and you'll get an email when it's done. **This can't be undone.**

More

See our [Privacy Policy](#) for how we handle your data.

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