



Account & Data Deletion

How to delete your Wizard Application™ account and the data associated with it.

Wizard Application™ is a product of Wizard Software Solutions Ltd. This page explains how account holders and their team members can request deletion of their account and the personal data associated with it.

Delete your account from within the app

If you are a workspace administrator, you can permanently close your account and delete its data directly in the app:

- Sign in to your workspace (for example your-workspace.wizardapp.io).
- Open **Settings . Account Closure**.
- Type your workspace (company) name to confirm you understand the action is permanent.
- Select **Close account**.

Closing the account begins permanent deletion of the workspace and the data within it.

If you are a team member (not an administrator)

Ask your workspace administrator to remove your user account, or email us using the request method below and we will action it on your behalf.

Request deletion by email (no sign-in required)

If you cannot sign in, email legal@wizardapplication.com from the email address registered on your account, with the subject “Account deletion request” and your workspace name — or use our privacy rights form at wizardapplication.com/contact. We will verify your identity and process the request within 30 days.

What data is deleted

When an account is deleted, we remove:

- Your profile and account information (name, email address, phone number, profile photo).
- Your sign-in credentials and authentication details.
- Workspace content created in your account — including candidates, companies, customers, contacts, jobs, documents, messages, notes, calendar events and bookings.
- Files and attachments you have uploaded, which are removed from our file storage.



Deletion timeline and data retention

We retain your information only for as long as necessary to provide our services and to comply with our legal obligations:

- **Active accounts** — your data is retained for the duration of your subscription.
- **Cancelled accounts** — data is retained for 30 days after cancellation, allowing you to reactivate your account.
- **Deleted accounts** — after 30 days of cancellation, all customer data is permanently deleted from our production systems.
- **Backups** — deleted data may persist in encrypted backups for up to 90 days before permanent removal.
- **Legal requirements** — some data (for example, billing records and audit logs) may be retained for up to 7 years to comply with tax and legal obligations.
- **Anonymised data** — we may retain anonymised, aggregated data indefinitely for analytics and research purposes.

You can request early deletion of your data by contacting legal@wizardapplication.com, subject to our legal obligations to retain certain records.

Questions

For any question about deleting your account or this process, contact legal@wizardapplication.com.

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