

Introduction:

Thank you for using Chatpesa. We respect your privacy and understand that you may want to delete your account and associated data. This page provides you with the necessary information and steps to request the deletion of your account.

1. Account Deletion Process:

a. How to Request Account Deletion:

To initiate the account deletion process, please follow these steps:

- > Log in to your Chatpesa account **on the web app** (www.chatpesa.com).
- > Navigate to your account settings.
- > Click on the "Delete Account" option.
- > Follow the on-screen instructions to complete the request.

Note: Please ensure that you do not have any balance in your Chatpesa account before proceeding with the account deletion request.

b. Verification:

For security purposes, we may verify your identity before processing the deletion request. This may involve confirming your email address or other relevant information.

2. Types of Data Deleted:

When you request the deletion of your Chatpesa account, the following types of data will be deleted:

- > Your personal information, including name, email address, and contact details.
- > Payment history and transaction records.
- > Saved payment methods.
- > Account preferences and settings.
- > Any other personal data associated with your account.

3. Data Retention Period:

We are committed to protecting your privacy. After your account deletion request is processed, we will retain some data for a limited period, as required by law or for legitimate business purposes. The retained data may include:

- > Transaction records required for auditing and financial reporting.
- > Data necessary to resolve disputes or enforce agreements.
- > Data needed for fraud prevention and security purposes.

4. Contact Us:

If you have any questions or concerns regarding the deletion of your account or associated data, please contact our support team at privacy@chatpesa.co.ke. We are here to assist you.

Note: Please allow some time for the account deletion process to be completed. You will receive a confirmation email once your request has been successfully processed.

Important:

Please be aware that by deleting your Chatpesa account, you will lose access to all your account-related information, including transaction history. Make sure to back up any important information before proceeding with the deletion.