

Account Deletion and Recovery Policy

Full public policy aligned with the K Scan AI Privacy Policy

Effective date: July 23, 2026

Last updated: July 23, 2026

Plain-English overview

A verified deletion request immediately deactivates the account and starts an approximately 30-day recovery period. During that period, the user may restore the account using the secure recovery process. After the recovery deadline, the account becomes eligible for irreversible purge. Active-system deletion is generally processed as part of this 30-day workflow, while residual copies may remain in encrypted or access-controlled backups for up to 90 additional days, or longer where permitted by law.

1. Purpose and relationship to other policies

K Scan AI gives account holders a clear way to request account deletion, recover an accidentally deleted account during a limited recovery period, and understand when deletion becomes irreversible.

This Account Deletion and Recovery Policy should be read together with the K Scan AI Privacy Policy, Terms and Conditions, Refund and Chargeback Policy, and applicable app-store disclosures. If this policy conflicts with a mandatory legal requirement, the mandatory requirement controls.

2. Eligibility and account ownership

K Scan AI is intended for users 18 years of age and older. The Service is not directed to children or minors.

A deletion request must relate to the account controlled by the person submitting the request. K Scan may require fresh sign-in, reauthentication, email verification, or another proportionate identity check to protect against unauthorized deletion.

3. What account deletion means

Deleting a K Scan account is different from signing out, uninstalling the app, deleting one scan, removing one item from a Dressing Room, deleting a StyleChat or Elise conversation, revoking location permission, or canceling a subscription.

An account deletion request begins a staged process for deleting or de-identifying account-level personal information controlled by K Scan. It does not automatically erase information independently controlled by app stores, retailers, marketplaces, payment providers, email providers, authentication providers, or other third parties.

4. How to request deletion

1. Sign in to the account you want to delete.
2. Open Settings > Account > Delete Account.
3. Review the deletion notice, recovery deadline, and information about subscriptions and device-local data.
4. Confirm the deletion request and complete any required reauthentication or ownership verification.
5. If you cannot sign in, contact kscanai.app@gmail.com from the account email address and provide the minimum information needed to verify ownership.

5. Immediate deactivation and verification

Submitting a request does not immediately erase all data. After K Scan accepts and verifies the request, the account is generally deactivated and placed into a deletion-pending state.

The approximately 30-day recovery period is part of the deletion workflow. K Scan does not claim that deletion is immediate, fully automated, or complete across all active, backup, provider, and third-party systems at the moment the request is submitted.

- You may be signed out.
- Existing authenticated sessions may be revoked.

- Registered device sessions may be revoked or deactivated.
- Protected services, including scanning, TextScan, StyleChat or Elise, Dressing Rooms, and Recent Scans, may become unavailable.
- The account is placed into a deletion-pending state.
- A recovery deadline is recorded.
- A restoration email may be sent.

Old sessions do not become valid again after restoration. A restored user must complete a fresh sign-in.

6. The approximately 30-day recovery period

K Scan generally provides an approximately 30-day recovery period after a verified deletion request. The exact restoration deadline shown in the app, restoration email, or recovery page controls.

During this period, the account remains deactivated, protected features remain unavailable, and account data is generally retained pending restoration or final deletion processing.

Do not wait until the final day to restore the account. Network interruptions, email delays, expired links, and ownership verification may take time to resolve. A support request submitted after the deadline does not guarantee recovery.

7. Restoration email and secure recovery link

After a verified deletion request, K Scan may send a restoration email to the account email address. The link may use a one-time or limited-use token, token expiration, hashed token storage, token-reuse protection, no-store controls, and other security measures.

Treat the recovery link as sensitive. Do not forward it, post it, include it in screenshots, or send it through support messages or social media.

8. How to restore an account

1. Open the restoration email sent by K Scan.
 2. Use the recovery link before the stated deadline.
 3. Confirm that you want to cancel the deletion request.
 4. Wait for account reactivation to complete.
 5. Return to K Scan and sign in again using a fresh authentication session.
- Cancels the pending deletion request.
 - Re-enables the account after account-level blocks are removed.
 - Preserves data that has not been permanently deleted.
 - Leaves previously revoked sessions invalid.
 - Prevents reuse of an exhausted one-time recovery token.

If the link is invalid, expired, already used, superseded, or associated with completed permanent deletion, restoration may fail. A replacement email does not necessarily extend the original recovery deadline.

9. End of recovery period and final deletion processing

When the recovery deadline passes, the account becomes eligible for permanent deletion. Final purge may begin during the next secure deletion cycle and may not occur at the exact second the deadline expires.

Active application systems are generally processed for deletion as part of the verified request workflow, which is generally handled within 30 days. Technical, security, legal, cross-user, and provider dependencies may require additional processing time.

After the deadline, a recovery link may fail, support may be unable to stop processing, and the account may enter a purging state. Recovery is not guaranteed after the deadline.

10. When deletion becomes irreversible

Account data is no longer recoverable after the recovery period has ended and K Scan has completed the irreversible account purge.

After final purge, authentication fails, restoration links fail, support cannot reactivate the account, and creating a new account does not restore the prior account.

11. Information generally included in deletion

- Account profile, authentication account, account identifiers, and privacy settings.
- Active and historical sessions and registered device-session records.
- Recent Scans, scan results, scan-derived attributes, saved products, and saved fashion finds controlled by K Scan.
- Style Library items, uploaded inspiration images, original stored images, thumbnails, image derivatives, and attachment metadata.
- Looks, collections, Dressing Rooms owned by the account, room memberships, and account-specific shared-room participation records.
- StyleChat or Elise messages, prompts, responses, selected image context, session metadata, Style DNA, and style preferences.
- Approximate or precise location context linked to the account or retained in StyleChat, account, diagnostics, or security records.
- Notification records, support-related account references where deletable, and other account-specific application metadata registered in the deletion workflow.

Deletion is designed to address both active database records and associated storage objects where reasonably feasible and legally required.

12. Location, StyleChat, images, and other current data categories

Deletion processing may include approximate or precise location context linked to the account, including location stored in StyleChat records, account activity, diagnostics, security records, or other retained Service data.

Deletion processing may also include StyleChat or Elise prompts, messages, image context, saved style preferences, uploaded inspiration media, scan content, Dressing Room content, notes, captions, and related metadata, subject to legal, security, backup, cross-user, and technical limitations.

13. Device-local data

Account deletion removes or de-identifies data controlled by K Scan in its active account systems. It may not remove records stored only on an offline, disconnected, or previously used device.

To remove remaining device-local information, delete the local item in the app where available, clear the app's local data, or uninstall the app. Device operating systems and backup services may retain their own copies under their own rules.

14. Shared content and other users' data

Deleting one account does not authorize K Scan to delete content owned by another user.

A Dressing Room owned by another user, another user's scans or attachments, and shared assets controlled by another account may remain. The deleted user's membership, permissions, personal references, or contributions may be removed, anonymized, disconnected, or replaced with a neutral deleted-user label where appropriate.

K Scan may preserve limited shared-conversation or collaborative context needed by remaining participants, subject to privacy, ownership, safety, legal, and platform requirements.

15. Service providers and downstream deletion

K Scan may use authentication, cloud hosting, storage, database, AI, email-delivery, analytics, diagnostics, security, account-lifecycle, and other service providers.

Where required by law or applicable agreements, K Scan will request relevant providers to delete or de-identify covered information. K Scan does not guarantee that every downstream system is deleted immediately or that information independently controlled by third parties is deleted through the K Scan request.

16. Backups and residual copies

Residual copies may remain in encrypted or access-controlled backups for a limited additional period, such as up to 90 days after active-system processing, before expiring through normal backup lifecycle processes, unless a longer period is required or permitted by law.

Backups are not intended to be used to restore a permanently deleted account. If backup data must be restored for disaster recovery, K Scan may reapply applicable deletion records or suppression controls.

17. Limited information K Scan may retain

K Scan may retain limited information when necessary to:

- Confirm that a deletion request was received and completed.
- Prevent restoration of a permanently deleted account.
- Maintain a minimized deletion ledger or suppression record.
- Protect security and service integrity.
- Investigate fraud, abuse, unauthorized activity, or payment disputes.
- Respond to legal claims, lawful requests, regulatory obligations, tax, or accounting requirements.
- Preserve records subject to a legal hold or another lawful retention obligation.
- Enforce K Scan agreements and legal rights.

The minimized deletion record is not intended to preserve scans, uploaded images, conversations, style profiles, saved products, precise location history, or other content needed to reconstruct the deleted account. Aggregated, anonymized, or de-identified information that cannot reasonably identify the user may be retained.

18. Information independently controlled by third parties

Deleting a K Scan account does not necessarily delete information independently controlled by Apple, Google, retailers, marketplaces, payment processors, banks, email providers, authentication providers, or other third parties.

Those companies may retain information under their own privacy policies, contracts, tax obligations, dispute procedures, fraud-prevention requirements, or legal duties. Contact the applicable company for information it controls.

19. Subscriptions, payments, refunds, and disputes

Deleting an account does not automatically cancel an App Store or Google Play subscription, reverse a payment, create a refund, resolve a chargeback, or eliminate records lawfully retained for accounting, tax, fraud prevention, or dispute handling.

Manage marketplace subscriptions through the store where the purchase was made. Refunds, disputes, and chargebacks remain governed by the applicable K Scan and platform policies.

20. Unauthorized deletion requests

1. Do not forward the deletion or restoration email.
2. Do not share the recovery link.
3. Use the recovery process promptly if the account was deactivated.
4. Change the account password and secure the associated email account.
5. Contact K Scan support.

K Scan may require additional ownership verification before discussing account details or changing deletion status.

21. Service interruptions, legal holds, and processing delays

K Scan may pause or delay deletion to address a technical failure, security incident, legal hold, ownership dispute, fraud investigation, payment dispute, risk to another user's data, or another lawful operational requirement.

A processing delay does not automatically extend the recovery deadline unless K Scan communicates a revised deadline.

22. Privacy rights and non-discrimination

Depending on applicable law, account deletion may be one part of broader rights to access, correct, delete, restrict, object, or request portability of personal information.

K Scan will not unlawfully discriminate against a user for exercising a privacy right. K Scan may retain information where permitted or required for security, fraud prevention, legal compliance, dispute resolution, tax, accounting, safety, backup integrity, or other legitimate operational purposes.

23. Changes to this policy

K Scan may update this policy as the Service, deletion systems, providers, platform requirements, or law changes. The updated policy will show a revised last-updated date.

K Scan will not use a policy update to shorten an already-issued recovery deadline without appropriate notice, except where necessary for fraud prevention, abuse prevention, legal compliance, or a serious security risk.

24. Contact

For account deletion or recovery assistance, use in-app Support where available or email kscanai.app@gmail.com from the email address associated with the account whenever possible.

Do not send passwords, full access tokens, service-role keys, restoration tokens, authentication cookies, full payment-card numbers, or security codes.

Final plain-English statement

A verified deletion request immediately deactivates the account and starts an approximately 30-day recovery period. During that period, the user may cancel deletion and restore the account. After the deadline, the account becomes eligible for irreversible purge. Active-system deletion is generally handled as part of the 30-day workflow, but final completion may require additional secure processing time. Residual copies may remain in encrypted or access-controlled backups for up to 90 days or longer where legally permitted. Once final purge is complete, K Scan cannot restore the account.