

Status: not yet in service. Until in-app deletion and the public deletion request page are deployed, deletion requests are handled by writing to contact@thesimg.com and are processed on the same terms.

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WORKING DRAFT - PUBLICATION CONTROL: This document is drafted for the RedTree launch. Do not publish until the Global Compliance Matrix confirms the related launch implementation. Any text marked 'TBD BEFORE PUBLICATION' must be resolved and removed before release.

Delete your RedTree account

This page is the public web mechanism for requesting deletion of a RedTree account. It complements the in-app deletion mechanism required for launch.

TBD BEFORE PUBLICATION: in-app account deletion is currently not implemented and must be completed before this page is presented as an operational launch flow.

Information to provide

- Email address associated with the RedTree account.
- Optional account identifier if available.
- Confirmation: 'I request permanent deletion of my RedTree account and associated data.'

What happens next

1. RedTree records the deletion request and may verify identity or control of the account where reasonably necessary.
2. Data associated with the account is deleted or anonymised in accordance with the Retention & Deletion Policy.
3. Information that must be retained for legal, accounting, security or legal-claims purposes may be kept only for the required period and purpose.
4. Technical backup copies may persist temporarily until normal rotation/deletion.
5. RedTree confirms completion or the status of the request using the contact channel provided.

Subscription and account deletion are separate

Cancelling a subscription does not delete the account. Conversely, account deletion may require the active subscription to be cancelled or closed as part of the deletion workflow. TBD BEFORE PUBLICATION: confirm the exact launch workflow for an account with an active paid subscription.

Contact

contact@thesimg.com | +33 (0)1 59 58 01 53

TBD BEFORE PUBLICATION: in-app account deletion is not implemented as of 1 September 2026. This page must not be presented as operational until it is.