

Status: not yet in service. Until the request page is deployed, 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 Do not publish until the Global Compliance Matrix confirms the related launch implementation.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.

1. Purpose

Use this page to request access, correction, deletion, export or other privacy rights available under applicable law. Regional privacy appendices explain additional rights.

2. Request types

- Access to personal data RedTree holds about you.
- Correction or updating of inaccurate account information.
- Deletion of personal data/account where applicable.
- Export/portability of RedTree user data where available or legally required.
- Objection, restriction or withdrawal of consent where the applicable law provides those rights.
- Complaint about RedTree's handling of personal data.

3. How to submit

Requests may be sent to contact@thesimg.com or submitted through the RedTree rights-request form when available. Provide the account email and specify the request clearly. Do not send passwords or unnecessary sensitive information.

4. Verification and response

RedTree may request reasonable verification to prevent disclosure, export or deletion of another person's account. SIMG responds within the period required by the law applicable to the request.

5. Export implementation

TBD BEFORE PUBLICATION: genuine user-data export is a P1 launch requirement and is not implemented in the confirmed current build. This page must not claim an operational export feature until dev. confirms it.

6. Complaints

Users may contact SIMG first at contact@thesimg.com. Regional appendices identify supervisory or regulatory complaint routes where applicable.

TBD BEFORE PUBLICATION: only a diagnostic export exists as of 1 September 2026. The right to portability must not be presented as operational until a real user data export is deployed, and its format stated here.