Vortex

Delete your account

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https://www.vortexvip.org/en/delete-account

This page is a translation of the Spanish original. If they differ, the Spanish version prevails.

Your right

If you have an account in the Vortex app (as it appears on Google Play) or in the app of a service that runs on Vortex, you can ask us to delete your account and its personal data, without opening the app. This page explains how.

Before you ask

Deleting the account does not cancel the payments you agreed with your provider. If you pay for a subscription, cancel it with your provider first. If you need help, write to us at soportevortextv@gmail.com.

How to ask

By email: send an email to soportevortextv@gmail.com with the subject «Account deletion request», stating the username or the email linked to your account and the name of the app you use. If you can, write from that same email: it helps us confirm the account is yours.

Questions? Write to us on WhatsApp at +506 8346 1166.

Who is responsible for your data

Your provider (the brand of your app) is responsible for your data. Vortex processes the request on its behalf and lets it know.

What is deleted

We delete the account, all the profiles (kids' profiles too), the history, the favorites and the registered devices.

What is kept

We keep only the payment records the law requires us to keep and the security records needed to prevent fraud, for as long as the law requires or allows.

How long it takes

Deletion is completed within 30 days from when we receive and confirm your request. Backup copies are deleted in their normal rotation cycle.

All the details are in the Privacy notice for end users (https://www.vortexvip.org/en/end-user-privacy).