

SimbaPDF — Data Deletion Policy

Last updated: 23 February 2026

This Data Deletion Policy explains how you can request deletion of personal information associated with your SimbaPDF account, and how we handle deletion requests.

1. Scope

This policy applies to personal information we control that is linked to your SimbaPDF account (for example: email address, account identifiers, subscription status, and limited audit/security logs). It does not apply to PDF/document content processed locally in your browser for tools that do not require upload.

2. What we do (and do not) store

- **Local file processing:** most tools run on your device; we do not receive or store your PDF content for those tools.
- **Account data:** if you sign up or sign in, we store basic account identifiers needed to operate the service.
- **Payments:** payments are processed by providers (e.g., PayFast). We store limited transaction references and plan status; we do not store full card details.
- **Security & anti-abuse:** we may retain limited logs (e.g., timestamps, IP-derived security signals) to protect the service.

3. How to request deletion

You can request deletion in any of the following ways:

- Use the “Delete My Data” request form on our website (if available).
- Email us at givensimbini@gmail.com with the subject “**Data Deletion Request – SimbaPDF**”.
- If you are signed in, include the email address for your SimbaPDF account to help us verify the request.

4. Verification

To protect you from unauthorized requests, we may ask you to verify ownership of the account (for example, by replying from the account email or completing an in-app verification step).

5. What happens after you request deletion

- **Confirmation:** we acknowledge receipt and may ask for verification details.
- **Deletion:** once verified, we delete or de-identify personal information where feasible.
- **Completion notice:** we notify you when the request is completed (or explain why some data must be retained).

6. Data we may retain

Even after deletion, we may retain certain records when required or permitted by law, or for legitimate purposes such as:

- Compliance with legal, tax, accounting, or regulatory obligations (e.g., transaction records).
- Fraud prevention, security investigations, and abuse prevention.
- Resolving disputes and enforcing our agreements.

7. Timeframes

We aim to complete verified deletion requests within a reasonable time. Complex requests (for example, where legal retention applies) may take longer.

8. Children & teen users

If you are under the age where parental consent is required in your jurisdiction, please ask a parent/guardian to help with account creation and deletion requests.

9. Contact

Email: givensimbini@gmail.com

Suggested subject: **Data Deletion Request – SimbaPDF**