

Account and Data Deletion

At GenToo, users may request the deletion of their account and personal data at any time.

How to Request Account Deletion

To request account deletion, please send an email to: soporte@gentoo.es

Please include the following information in your request:

- full name;
- registered email address;
- phone number associated with your account and
- any other identifier linked to your account (e.g. customer ID)

For security purposes, we may request additional information to verify your identity before processing the deletion request.

What Happens After Your Request

Once your request is received and verified:

- your GenToo account will be closed;
- access to the app and related services will be disabled;
- personal data that is no longer required will be deleted or anonymised.

Deletion requests are normally processed within 30 days.

Data We May Retain

Certain information may be retained where required by applicable laws and regulatory obligations, including:

- anti-money laundering (AML) obligations;
- fraud prevention and security purposes;
- financial and accounting recordkeeping requirements;
- legal and regulatory compliance obligations.

Any retained information will only be kept for the legally required retention period and will not be used for marketing purposes.

Your Right to Complain

If you are not satisfied with how we handle your deletion request or your personal data, you have the right to lodge a complaint with the relevant supervisory authority:

Agencia Española de Protección de Datos (AEPD) — aepd.es

Contact Us

For questions about your personal data or this deletion process, please contact our Data Protection Officer directly: dpd@gentooapp.com

For general account support: soporte@gentoo.es

