



DOCUMENTO LEGAL

Data deletion request - SupraPay

IDENTIFICADOR	account-deletion-request-en
VERSÃO	v1
IDIOMA	en
PUBLICADO EM	07/08/2026 13:46
GERADO EM	11/10/2026 09:51

Data deletion request - SupraPay

SupraPay users may request deletion of their account and associated personal data by submitting a request through our official support channels.

How to request deletion

To request deletion of your data:

1. Contact the SupraPay support team through our official support channel.
2. Provide the email address or username associated with your account.
3. Expressly request deletion of your account and personal data.
4. For security reasons, we may ask for additional information to verify your identity and the legitimacy of the request.

Once the request is validated, SupraPay will process the deletion of data that may be legally deleted.

Data that may be deleted

Where applicable, personal data associated with the account, preferences, settings, and other data that are no longer necessary to provide the service may be deleted or anonymized.

Data that may be retained

Certain records may be retained when necessary to comply with legal, regulatory, tax, accounting, fraud-prevention, security, dispute-resolution obligations, or requirements from competent authorities.

Records of financial operations and transactions subject to legal retention obligations will not be deleted before the applicable retention period.

After the applicable retention periods have elapsed, data will be deleted or anonymized in accordance with our policies and legal obligations.