

Account & Data Deletion

Last updated 25 July 2026

This page explains how to request deletion of your ALGOZ OPS account and personal data, what is deleted, what may be retained, and the timelines that apply. It is provided by ALGOZ FZ-LLC.

How to request deletion

1. **In the app or console:** ask your company administrator to remove your account, or use the account controls in your profile where available.
2. **By email:** send a request from your registered email address to ops@algozgroup.com with the subject "Data deletion request", telling us your name and the company you work with. We may ask for information to verify your identity before we act.

Who can request what

- **Individual users** (operatives, directors, staff) can request deletion of their own account and personal data. Because your operational data is controlled by your company, we may route your request to that company and assist them, and some records may be retained by the company as controller.
- **Company owners** can request closure of the whole company account, which removes the company's users, operations and associated data.

What we delete

On a valid request we delete the relevant personal data from the live service, which can include: your profile and identity details, your location history and trails, photographs and files you uploaded, your operational content, your agent identification, device tokens, and communications data held on the platform.

What may be retained

- Records we must keep to meet legal, tax or accounting obligations, for the period required by law.

- Data needed to establish, exercise or defend legal claims, or to resolve a security incident.
- Residual copies in encrypted backups, until they are overwritten on the normal backup cycle.
- Aggregated or anonymised data that no longer identifies you.

Timelines

- We acknowledge a deletion request within 7 days.
- We complete deletion from the live service within 30 days, unless a longer period is permitted by law or the request is complex, in which case we will tell you.
- Backup copies are purged within a further 90 days.

Contact

For any question about deletion or your data protection rights, contact ops@algozgroup.com.

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