MYTODO ACCOUNT DELETION POLICY

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Version: 1.0

This Account Deletion Policy ("Policy") explains how users may request deletion of a MyTodo account and how **NSASSA LLC**, operator of MyTodo ("MyTodo," "NSASSA," "we," "us," or "our"), handles account deletion requests.

This Policy supplements the MyTodo Terms of Service and Privacy Policy.

1. Requesting Account Deletion

A user may request deletion of their MyTodo account through the account-deletion feature made available within MyTodo or by contacting MyTodo Support using an available support method.

MyTodo may require reasonable steps to verify that the person requesting deletion is authorized to control the account.

2. What an Account Deletion Request Means

Requesting account deletion asks MyTodo to permanently close the applicable account and delete or de-identify associated personal information where appropriate and subject to applicable legal, security, operational, and record-retention requirements.

Account deletion is different from:

- signing out;
- uninstalling or removing access to MyTodo;
- temporarily suspending an account;
- removing a Community Center post;
- deleting an individual reminder or task; or
- ending participation in a particular MyTodo program.

3. 48-Hour Deletion Processing Period

MyTodo generally aims to begin processing an account deletion request within **48 hours after receiving the request**.

During this period, a user who submitted the request by mistake may contact MyTodo Support as soon as possible and request cancellation of the deletion request.

MyTodo will make reasonable efforts to stop the deletion process if the request has not yet reached an irreversible stage.

MyTodo cannot guarantee that a deletion request can be cancelled once deletion or irreversible de-identification has begun.

4. Account Access During Processing

MyTodo may restrict or disable some or all account functionality while a deletion request is being processed.

This helps prevent new information or activity from being added to an account that is being prepared for deletion.

5. Information That May Be Deleted

Depending on the user's activities and account type, deletion may include or affect information such as:

- profile information;
- reminders and tasks;
- personal notes or similar user-created information;
- Community Center content;
- Marketplace-related account information;
- Provider profile information;
- Affiliate or Associate account information;
- uploaded images or other user content; and
- other personal information associated with the account.

The exact information affected depends on the services and features the user has used.

6. Community Center Content

Deleting an account may result in removal or de-identification of Community Center posts, comments, and other content associated with the account where reasonably appropriate.

Some Community Center information may already have been removed through moderation or manual administrative cleanup before an account deletion request is processed.

MyTodo may retain particular content or related records when reasonably necessary for security, abuse investigations, legal compliance, disputes, or other lawful purposes.

7. Community Content

MyTodo does not currently provide private user-to-user Community messaging. Account deletion may include removal or de-identification of remaining Community posts, comments, reports, or related identifiers associated with the account, subject to applicable legal, security, fraud-prevention, dispute, and record-retention requirements.

8. Village Marketplace Accounts

If the account belongs to a Business or Professional Advisor participating in the Village Marketplace, account deletion may result in removal of the Provider's Marketplace profile from public availability.

Provider information may nevertheless be retained where reasonably necessary for:

- financial records;
- transaction or subscription records;
- disputes;
- fraud prevention;
- security;
- legal or regulatory compliance;
- enforcement of applicable agreements; or
- other lawful business purposes.

9. Affiliates and Associates

Deleting a Affiliate or Associate account does not automatically eliminate obligations, records, or relationships that existed before deletion.

For example, MyTodo may retain records reasonably necessary to document:

- Affiliate referrals;
- commissions earned or paid;
- payment records;
- tax records;
- Provider authorization of Associates;
- disputes;
- fraud investigations; or
- compliance with applicable agreements.

Deletion does not cancel amounts already validly owed or other obligations that survive termination under an applicable agreement.

10. Information MyTodo May Retain

Account deletion does not necessarily require immediate deletion of every record associated with an account.

MyTodo may retain information when reasonably necessary or legally required for purposes including:

- complying with applicable law;
- tax and accounting obligations;
- payment and transaction records;
- resolving disputes;
- establishing, exercising, or defending legal claims;
- detecting or preventing fraud;
- maintaining platform and account security;
- investigating abuse or policy violations;
- protecting users or third parties;
- responding to lawful governmental or regulatory requests; or
- enforcing MyTodo agreements.

Information retained for these purposes will be limited where reasonably appropriate and handled in accordance with MyTodo's Privacy Policy and applicable law.

11. Child Safety and Other Serious Safety Matters

MyTodo may preserve information associated with an account when reasonably necessary in connection with suspected child sexual abuse or exploitation, threats, fraud, serious abuse, or other safety or legal matters.

Account deletion will not be used to circumvent lawful preservation, reporting, investigative, or record-retention obligations.

Where required or permitted by applicable law, information may be preserved or disclosed to appropriate authorities or organizations.

12. Backups and Technical Systems

Information deleted from MyTodo's active systems may remain temporarily in backups, logs, security records, or other technical systems until those records are overwritten or deleted according to MyTodo's normal retention processes.

Information retained in backups is not intended to be restored to ordinary active use except when reasonably necessary for disaster recovery, security, legal compliance, or similar legitimate purposes.

13. De-Identification

In some circumstances, MyTodo may de-identify information instead of deleting it.

Information that has been reasonably de-identified so that it is no longer reasonably associated with an identifiable individual may be retained and used for legitimate purposes, subject to applicable law.

14. Third-Party Services

Some MyTodo functionality may involve third-party service providers.

Deletion from MyTodo does not necessarily delete information that a user independently provided directly to a third party outside MyTodo.

For example, if a user contacted a Village Marketplace Provider through the Provider's external website, email address, telephone number, social platform, or another external service, the resulting information is controlled by that Provider or third party according to its own practices.

15. Outstanding Payments and Subscriptions

Submitting an account deletion request does not automatically eliminate valid outstanding payment obligations.

Where applicable, subscriptions, payments, refunds, or other financial matters will be handled according to the applicable MyTodo payment terms and law.

Users should cancel applicable paid services as instructed by MyTodo when requesting deletion.

16. Effect of Deletion

After an account has been permanently deleted:

- the user may lose access to account information and content;
- reminders and other active MyTodo services associated with the account may stop;
- public Marketplace profiles associated with the account may be removed;
- Community Center access associated with the account will end; and
- information that has been permanently deleted may not be recoverable.

A former user may be permitted to create a new MyTodo account later unless restricted under MyTodo's Terms of Service or enforcement policies.

A new account may not restore information associated with the previously deleted account.

17. Deletion and Suspended or Terminated Accounts

A suspended or terminated user may still have rights to request deletion of personal information under applicable law.

However, MyTodo may retain information where reasonably necessary for security, fraud prevention, enforcement, disputes, legal compliance, child-safety matters, or other lawful purposes.

Account deletion does not automatically erase records necessary to document or enforce a prior suspension or termination.

18. Legal Privacy Requests

Nothing in this Policy limits privacy rights that may be available under applicable federal or state law.

Users may submit applicable privacy or deletion requests using the contact methods identified in MyTodo's Privacy Policy.

MyTodo may verify a request before acting on it when permitted or required by law.

19. Changes to This Policy

MyTodo may update this Policy as its services, retention practices, or legal requirements change.

Material changes will be communicated as required by applicable law.

20. Contact

Questions about account deletion or requests to cancel a pending deletion request may be directed to:

NSASSA LLC

MyTodo – Account Deletion

Contact Email: services@nsassa.com

Phone: 425-274-5253

Company Website: nsassa.com

MyTodo Website: mytodo.nsassa.com