Delete Your EASI™ Account

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The current version is always at https://easi.network/delete-account

You can delete your EASI™ account and the data attached to it at any time. Email admin@easi.network and ask us to delete your account — you do not need the app, and you never need to reinstall it. If you still have the app installed, you can also delete your account yourself from inside it.

By email

Email admin@easi.network from the address on your EASI account and ask us to delete it. We will confirm your identity, action the request, and reply to confirm when it is done. We respond within one month, as UK data protection law requires. There is no charge.

If you signed in with Apple and used Hide My Email, the address on your EASI account is the relay address Apple created for you — it ends @privaterelay.appleid.com. That is the address to write from, and the address we will reply to.

In the app

Open the EASI app and sign in.

Tap Account on the bottom bar. The screen is headed "My Account".

Tap the Privacy tab.

Tap Edit account settings — the card reads "Your name, username, password — and deleting your account".

Scroll to the bottom of that screen, to "Time to go?".

Tap DELETE ACCOUNT, then confirm with "Yes, delete". You are signed out immediately.

That is the whole path, and it is five taps from opening the app. Nothing has to be requested from us, and there is nothing to pay.

Get a copy of your data first, if you want one

Account Settings also has a "Your Data" section. Tap REQUEST MY DATA and we email you, straight away, every note an operator has recorded about you, in full — plus a summary of the rest: your profile, and how many sessions, role records and activity-log entries are on your account. Reply to that email and we will send you the whole thing as a machine-readable file. It costs nothing, you can ask once every 24 hours, and it is easier to do before you delete than after.

What happens next

Deleting your account starts a 30-day grace period. You are signed out straight away. Your profile page stops loading, and you are taken out of the rider directory, out of search and off the map. On other members' session rosters your name and photo are replaced with "Rider not shown".

There are two places that still name you during those 30 days. The first is the full details of a session you were on. Anyone else who was on that session still sees your name there, and so does any session confirmer and any EASI administrator, because they can open a session's details whether or

not they were on it themselves. A session confirmer is an EASI recognised operator, an instructor whose identity EASI has confirmed ("ID confirmed" in the app), or a rider who has been made a confirmer. The second is an operator's list of its instructors: if an operator appointed you as an instructor, it still sees your name, your instructor tier and the appointment's status there until the 30 days are up.

EASI's own administrative screens are not masked either. Our staff see real names there throughout, because a report or a safety concern cannot be acted on against "Rider not shown".

Nothing is erased during the 30 days, and signing in again does not undo the deletion by itself. If you do sign in within them — with your email and password, or with Google or Apple — we show you a notice telling you the account is scheduled for deletion, and you choose what happens: "Restore my account" brings it back as it was, profiles and all, and "Continue with deletion" leaves the deletion to go ahead on the day it was set for. If you cannot sign in at all, email admin@easi.network before the 30 days are up and we will restore it for you.

The 30 days exist so that you can change your mind, and for no other reason. They are not a hold you have to lift, and you do not have to come back and confirm anything: to let the deletion go through, simply do nothing. There is no way to pause the clock or extend it, and we will not write to you asking you to reconsider.

After the 30 days your account is permanently deleted and cannot be brought back. Deletion is completed by a job that runs once a day, so it finishes on the 30th day or the day after.

What is permanently deleted

Your user account and sign-in, including the identifier we hold from Google or Apple if you signed in that way.

Your rider, instructor, operator, retail, service and brand profiles.

Our record of any ID check you chose to make: the result, its dates, the name printed on your document and our identity-check provider's reference for it, and the "ID checked" tick on your profile. The check itself is held by that provider, Didit, which deletes it one month after the check on its own schedule; ask us and we will have Didit delete it sooner.

Your equipment quiver and your preferred setups.

Your roles, and any session confirmation you gave or received.

Every instructor appointment held in your name, at any operator, current or ended: the instructor tier, its status and its dates. The operator that appointed you stops seeing you in its list of instructors.

Your course enrolments.

Your participation records linking you to sessions.

Any session you logged that nobody else was on — the whole session, including the conditions, the session type and the outcomes recorded on it.

Your activity log: every sign-in, sign-up, password change and consent event we recorded against your account. One entry survives, and it is described below.

Your WhatsApp link codes, and any message sitting in a queue to be sent to you or to your own phone number.

The wording of any note an operator recorded about you, and anything you said in reply to it. What is left behind is described below.

What is kept, and why

This is the honest list, and it is longer than a deletion page usually is. We would rather you read it before you delete than find it out afterwards.

Sessions other people also took part in. A session with other riders or an operator on it is their record too, so it is not deleted. Your participation record is removed and your name comes off the roster. What stays on that session is everything recorded on it — the title, the location, the date, how long you rode, the session type, the conditions and the weather recorded at the time, and any shared notes, including anything you wrote — together with an internal account number recording which account created it. If you imported a ride file from a watch or a foil app, the track stays too: the route you rode, the distance, your top and average speed, and how long you were moving. Everyone who can open that session keeps seeing the distance and the speeds. If the session was logged by voice through our WhatsApp line, the transcript of what was said stays on the session record too. If you created that session, then once your account is gone nobody can open that transcript or the exact coordinates in the app, though EASI still holds them. If someone else created it, the transcript and the coordinates stay visible to the people section 4.3 of our Privacy Policy names.

One audit entry recording that an account was deleted and when. It is the only entry left in your activity log. We keep it so we can demonstrate that we honoured your request, which data protection law requires us to be able to show.

The marker left behind by an operator's note. Where an operator had recorded a note about damaged equipment, a safety concern or a rules breach, we do not delete the record outright. We erase the note itself and anything you said in reply, and we keep a marker: the category, the date, which operator recorded it, which session it related to, a coded reference worked out from your email address, and the internal account number your account had. It carries no name and no email address, but that account number still identifies the marker as yours to anyone with access to our database. The operator who recorded it keeps seeing that marker on their own rider register after you are gone — and if EASI had marked the note to be shared across the scheme, so does every EASI recognised operator and every ID-confirmed instructor. The marker is deleted two years after your account is deleted. We keep it so that a record of damaged equipment or a safety concern cannot be erased simply by closing an account and opening a new one.

One case our automatic erasure does not catch. If an operator recorded a note about you at a session you attended before you had an EASI account — a walk-in lesson somebody else logged, for example — that note is held against the session rather than against your account, so the erasure above does not find it. It stays whole, and the operator who wrote it can still see it. Email admin@easi.network and we will remove it by hand.

Any rider level awarded to you. Rider levels (R1 to R4) are awarded by operators, or by an instructor an operator has appointed, and EASI records them. What stays is the level, the date, the operator, its business name, the account that made the award, the reason recorded for making it, and the internal account number your account had. An award is that operator's record of a decision it made, and we do not delete it because the person it was about closed an account. How rider levels work is set out on the EASI Rider Levels page, https://easi.network/rider-levels.

Rider levels you awarded. If you awarded a rider level to someone else, as an operator or as an instructor an operator appointed, that award stays. It is the rider's record and the operator's, and it keeps the internal account number of the account that made it.

Blocks and reports. If you blocked someone, or someone blocked you, that record stays. If you reported someone, or someone reported you, that report stays — the reason, anything written in it, and what we did about it.

Records of things you formally agreed to. If you accepted the EASI Operator Scheme Agreement (https://easi.network/operator-agreement), the record of that acceptance stays: the date, the account, the business name, the legal entity and registration number given, the name and role of the person who signed, and the exact wording that was on screen at the time. It is the written evidence behind an operator's recognition and it has to outlive the account.

A record of parental consent, where there was one. If a parent or guardian gave consent for your account, the record of that consent stays — including the email address they used, when it was given, and the wording they agreed to. It is the evidence that consent was properly obtained, and it is deliberately not deleted with the account.

Riding spots you added. A spot on the shared map is a place, not a person. It stays, with the internal number of the account that added it. Your name is not on it.

A phone number you gave us for somebody else. If you added a co-rider by phone number and they had no EASI account, we saved that number to invite them, with your internal account number recorded as the person who invited them. That queued invitation is addressed to them rather than to you, so deleting your account does not remove it, and the name you gave for them stays on the session. If you want that number removed, email admin@easi.network.

Entries in someone else's activity log. Where an operator or instructor recorded a note about you or awarded you a rider level, or an operator appointed you as an instructor, or suspended or ended that appointment, their own activity log keeps an entry saying they did, with your internal account number in it. That entry belongs to their account rather than yours, so deleting your account does not remove it.

We also keep anything the law separately requires us to keep, for as long as the law requires.

If you signed in with Google or Apple

When you sign in with Google or with Apple, we store the identifier that Google or Apple gives us for your account, a note of which of the two you used, and the name and email address that come with it. All of it is part of your account record, so all of it is deleted when the 30 days are up.

Google we never tell. Deleting your EASI account sends Google no message of any kind, and it does not take EASI off the list of apps in your Google account settings. If you want it gone from there too, you have to remove it in your Google account yourself.

Apple we do tell, but not until the end. When the deletion is completed, we ask Apple to revoke your EASI sign-in, and we delete the token we were holding for it. We leave it until then on purpose. Revoking earlier switches off Apple's private-relay email forwarding, and if you used Hide My Email that would cut off the only address we have for you during exactly the 30 days in which you are still entitled to change your mind.

Messages and voice notes sent to our WhatsApp line

Our WhatsApp line is separate from your app account, so deleting your account does not by itself clear it.

To erase those too, send "delete my data" to the EASI WhatsApp line on +1 345 329 5891, or email admin@easi.network. A person handles every one of these — it is deliberately not automated — and we will erase what we hold against your phone number: your messages, any voice notes and photos you sent, the transcripts we made of them, and our replies to you.

What that does not reach is a session already saved into the app. If something you sent became a session record and other riders were on that session, it is their record too and it stays, under the rules above.

If you have asked us not to contact you again, we keep only your phone number on a do-not-contact list. We keep it precisely so that we cannot accidentally message you again. You can ask us to erase that too; we will explain that consequence first, and erase it if you still want us to.

Questions

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See also our Privacy Policy (https://easi.network/privacy-policy), which sets out your full rights over your data, including the right to a copy of it and the right to complain to the Information Commissioner's Office.