

GOSOL is committed to protecting your personal information and providing transparent control over your data. This **User Data Deletion Policy** outlines how individuals can request deletion of their personal data from our systems and how we process such requests.

## 1. Your Right to Deletion

Under the **Australian Privacy Act 1988 (Cth)** and relevant privacy regulations, you have the right to request the deletion of personal information that we hold about you, subject to legal and contractual obligations.

You may request data deletion if:

- You no longer wish to use our services
- Your data is no longer necessary for the purpose for which it was collected
- You withdraw consent for data processing (where applicable)

## 2. What Data Can Be Deleted

Upon a valid request, we will delete or anonymise:

- Personal identification details (name, email, phone number, etc.)
- User profiles or accounts created through our website or services
- Customer communication records
- Information provided via forms, registrations, or inquiries

Note: Some data may be retained in accordance with legal, regulatory, or contractual obligations (e.g., invoicing records, cybersecurity logs, or dispute resolution documentation).

## 3. How to Request Deletion

To request deletion of your personal data, please contact us at:

**Email:** [insert email address]

**Subject line:** “Data Deletion Request – [Your Name]”

Please include:

- Your full name
- The email address or contact number associated with your data
- A brief description of the data or service involved
- Any proof of identity (if required for verification)

We will respond to all verified requests within **14 business days**, confirming completion or providing reasons for partial or delayed deletion, if applicable.

## 4. Exceptions

We may be unable to delete your data if:

- It is required for legal compliance (e.g., financial recordkeeping)
- It is part of a security or fraud investigation
- It is subject to an active contract or dispute
- Retention is necessary to enforce our legal rights or agreements

In such cases, we will advise you of the nature of the exception.

## **5. Data Retention Periods**

Where deletion is not requested, we retain user data only for as long as necessary to fulfil the purpose for which it was collected, unless a longer retention period is required by law.

## **6. Security of Deletion**

All data deletion is performed using secure methods in accordance with industry standards and applicable data protection laws to prevent any unauthorised recovery.