Deleting Your Data

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This page explains how to have your data deleted from Clientor, whether you are a Clientor customer, a person who tried our demo or contacted us, a person who signed in with or connected a Facebook, Instagram, WhatsApp or Google account, or a person who spoke with or received messages from a business's Clientor agent.

1. If you connected a Meta account (Facebook, Instagram or WhatsApp)

Clientor keeps from a Meta connection only what is needed for the features you turned on: the access token of each Page, Instagram account or WhatsApp Business account you connected (stored encrypted), the account and Page identifiers, and the messages exchanged through those accounts by your agents.

You can have this data deleted in any of these ways:

- Through Facebook: open Facebook, go to Settings & privacy ? Settings ? Apps and websites (on some accounts, Business integrations), find Clientor, choose Remove, and request deletion of the data the app received. Facebook sends the request to us. We delete the tokens and identifiers immediately when the request arrives, delete the related messages within 30 days, and Facebook shows you a confirmation code and a link to the status of your request on this site (clientor.ai/legal/data-deletion/status).

- In Clientor: an Owner or Admin can disconnect Facebook, Instagram or WhatsApp under Settings ? Channels. The stored token is deleted at once.

- By email: write to [PRIVACY EMAIL] from the address of your account and tell us which account to delete.

2. If you are a Clientor customer

2.1 Individual records. Users with the right permissions can delete individual Contacts, conversations, call recordings, transcripts, files, knowledge sources and Business Brain facts at any time in the dashboard. Deletion from the live system is immediate.

2.2 Your user account. To leave an organization, ask an Owner to remove you; to delete your login entirely, go to Settings ? Profile ? Delete my account or email [PRIVACY EMAIL].

2.3 Your whole organization. An Owner can close the organization under Settings ? Organization ? Close organization. Before closing, export your data under Settings ? Data & privacy ? Export. After closing:

- outbound and inbound agents stop immediately and connectors are disconnected (stored credentials are deleted at once);

- your data stays available for export for 30 days, then is deleted from our live systems within 60 days, and from backups as they expire within 35 days after that;

- phone numbers are held for 30 days for porting, then released;

- we keep only what the law requires or allows: billing and tax records (7 years), and the record of documents you accepted and the consent and opt-out records needed to answer legal claims about your communications (5 years).

3. If you tried the demo, used the ROI calculator or contacted us

Email [PRIVACY EMAIL] or use the request form on this page, with the email address or phone number you used. We delete your demo data (website research, profile, contact details, booking, call recording and transcript) and lead details within 30 days, and confirm by email. If you do nothing, demo data is deleted automatically 90 days after your last demo activity.

4. If you spoke with or received messages from a business's agent

Clientor agents act for the business that uses them, and that business controls the information. To have your information deleted, contact the business directly. If you contact us at [PRIVACY EMAIL] with the business name, the phone number or email involved and the approximate date, we will pass your request to the business within 5 business days and help it respond. If the business no longer uses C2R.ai (Clientor), we will handle your request directly.

To stop calls and messages from that business right away, reply STOP to any text, tell the agent you do not want to be contacted, or use the unsubscribe link in any email.

5. Request form

The form on this page asks for: your name; your email address or phone number; which of the cases above applies; and, optionally, details to help us find your data. We send a verification link to the email (or a code to the phone number) to confirm the request is yours. We respond within 30 days, and within the time limits of any privacy law that gives you more rights (see the Privacy Policy).

6. Questions

[PRIVACY EMAIL] - [CLIENTOR LEGAL ENTITY], [ADDRESS].