

Account Deletion Policy — Pulse

Last updated: 07/02/2026

Version: 1.0

1. Purpose

This policy describes how to delete a Pulse user account, what data is erased, the applicable timeframes, and any exceptions. It is drafted in compliance with:

- Regulation (EU) 2016/679 (GDPR), Articles 17 and 19
 - Apple App Store requirements (June 2022 account deletion directive)
 - Google Play Store requirements
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2. How to Delete Your Account

Deleting your Pulse account is available **directly within the app**, with no need to contact support.

Navigation path:

Open Pulse → **Settings** → **Delete my account** → Confirm deletion

No additional steps are required. The request is processed immediately upon confirmation.

If you no longer have access to the application (lost device, inaccessible account), you may also submit your request by email to: **help@usepulse.me**

We will proceed with deletion within **30 days** of receiving your request and verifying your identity.

3. Data Deleted

Deleting your account results in the permanent and irreversible erasure of the following data:

3.1 Profile Data

- First name
- Profile photo (deleted from Cloudflare R2 storage)
- Cryptographic fingerprint (hash) of phone number
- Push notification token
- Privacy settings

3.2 Relational Data

- All friendship connections (accepted, pending acceptance, sent requests)
- All friend requests received and sent

3.3 Activity History

- All pulses sent
- All pulses received
- Analytics events linked to your account

3.4 Technical Data

- Authentication token (JWT)
 - Push notification token invalidated with Expo Push Notifications
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4. Data Not Immediately Deleted — Exceptions

Certain data may be temporarily retained beyond the deletion period in the following cases:

Data	Exceptional Retention Period	Reason
Anonymized aggregate data	Indefinitely	This data can no longer identify you — it no longer constitutes personal data under the GDPR
Data required in the event of a dispute	Duration of dispute + applicable statutory limitation periods	Legal obligation (Art. 6.1.c GDPR)
Data subject to a judicial requisition	Duration set by the competent authority	Legal obligation
Report data (user reports)	12 months after case closure	Legitimate interest — abuse prevention

In all cases, this data will only be used for the purposes for which it is retained and will not be subject to any further processing.

5. Timeframes

Step	Timeframe
Immediate account deactivation (sign-in disabled)	Immediately upon confirmation
Deletion of profile and relational data	Within 30 days
Deletion of profile photos (Cloudflare R2)	Within 30 days
Deletion of analytics data	Within 30 days
Expiration of active authentication tokens	Immediate
Deletion confirmation by email	Within 72 hours of effective deletion

During the period between the request and effective deletion (maximum 30 days), your account is **immediately deactivated**: you can no longer sign in, send or receive pulses, and your profile is no longer visible to your contacts.

6. Irreversibility of Deletion

Deleting a Pulse account is permanent and irreversible.

Once your account is deleted:

- No account recovery is possible
- Pulse history cannot be restored
- Friendship connections are permanently erased
- Your phone number may be used to create a new Pulse account in the future, but this new account will have no history

We recommend ensuring that you genuinely wish to permanently delete your account before confirming deletion.

7. Effect on Other Users

Deleting your account has the following effects on your Pulse contacts:

- Your profile disappears from their friends list
 - Pulses you sent them are deleted from our database (they may however remain visible in their local history if their device has cached them — this local data is outside our control)
 - They will not receive any notification regarding the deletion of your account
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8. Deletion at a Third Party's Request

In the event of a user's death, a next of kin may request account deletion by contacting us at **help@usepulse.me** and providing:

- The phone number associated with the account (if known)
- Proof of death (death certificate or equivalent document)
- Any document establishing the relationship with the deceased

We will process this request within **30 days** after verifying the documents provided.

9. Right to Erasure — Relationship with the GDPR

This policy gives effect to the **right to erasure** set out in Article 17 of the GDPR. You may exercise this right:

- Directly via the deletion feature in the app (recommended)
- By email to **help@usepulse.me**

In accordance with Article 17.3 of the GDPR, the right to erasure does not apply where processing is necessary:

- For compliance with a legal obligation
- For the establishment, exercise, or defense of legal claims

These exceptions are strictly limited to the cases referred to in Section 4 of this policy.

10. Contact

For any account deletion request or question regarding this policy:

Email: help@usepulse.me

Response time: maximum 30 days

Thibault Lamour

19 route des Aulnays, 50330 Gonneville-Le Theil, France

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Drafted in compliance with the GDPR (Art. 17), Apple App Store guidelines (June 2022), and Google Play Store requirements.