Delete Your Account and Data

How to make a request and what happens to your information.

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You can make a request without installing the app. Email data@smart-expo.ru from the address registered to your SmartEx account. Do not send your password.

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01 In the app or by email

Open Settings → Security → Account deletion and confirm your request. If an older Android version opens a web page instead, update the app or follow these instructions.

You can also write directly to data@smart-expo.ru or privacy@smart-expo.ru. Include your account email and company name. If you use a different email address, we will ask you to confirm ownership of the account.

You may ask to delete specific personal data while keeping your account. Describe the information you want removed.

02 If you own a company workspace

Tell us whether the company should continue using SmartEx and who should take over management. Deleting your personal account and deleting a workspace used by an entire team are different actions. Colleagues' data should not be deleted by mistake.

03 Timing and outcome

A verified deletion request is generally handled within 30 calendar days, subject to applicable legal requirements. If a different mandatory period applies to a particular request, that period takes precedence. We may need clarification to identify the account.

The operator reviews the request, takes the necessary action and communicates the outcome. Sending a request does not instantly delete data. If some information must be retained, we will explain why and for how long.

04 Data covered by deletion

The request covers your profile, sign-in data, active sessions and associated personal data controlled by the operator. Shared messages, materials and company history are considered separately: personal data in retained records is removed or retained only where there is a lawful basis.

Legally required records are retained only to the necessary extent. Backups expire through rotation and are not used as an ordinary accessible user profile.

05 Audio, caches and external copies

Meeting audio is held on the recording device, not on SmartEx servers. Delete unwanted local recordings using the app. Account deletion does not guarantee remote erasure of your device.

The operator cannot automatically erase files or messages that other participants have independently saved outside SmartEx. Requests concerning those copies should be addressed to the relevant recipient.

06 Operator and related documents

Individual Entrepreneur Alla Vladimirovna Lokot (Локоть Алла Владимировна), tax ID 780443351167, registration number 323784700389194. 4 Vedeneeva Street, Saint Petersburg, 195427, Russia.

Contact: data@smart-expo.ru. Privacy policy: https://smart-expo.ru/en/privacy.

Service operator

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Permanent link: https://smart-expo.ru/en/delete-account