



KarbonShift – Account Deletion Policy

This document explains how users of the **KarbonShift** mobile application can permanently delete their account and associated data.

Steps to Delete Your Account

1. Open the KarbonShift mobile application.
2. Tap on the **Sidebar / Menu** from the home screen.
3. Locate and tap the **Delete Account** button.
4. A confirmation dialog will appear asking if you want to permanently delete your account.
5. Tap **Yes** to proceed with deletion.
6. You will receive a **One-Time Password (OTP)** on your registered contact.
7. Enter the OTP in the verification screen.
8. Tap **Verify & Delete**.
9. Once OTP verification is successful, your account and all related data will be permanently deleted.

Data That Will Be Deleted

- User personal information and account details
- Associated farm records
- Farmer data
- Biochar records
- Kiln data
- Invoices

- Any other data linked to the user account within the application

Important: Account deletion is permanent and cannot be undone. Once the deletion process is completed, all associated data will be removed from our systems.