LACSPACE CORPORATION PVT. LTD.

Legal Centre · Controlled legal document

Data Deletion

How to ask Lacspace to delete your account and the personal data we hold about you — including data we received through Facebook, Instagram or WhatsApp.

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AT A GLANCE

A plain-language summary — the full text below is what legally applies.

- Email privacy@lacspace.com from the address or number on your account and say you want your data deleted.
- We confirm we've received it, check it's really you, and then delete or anonymise your data.
- If you messaged us on WhatsApp, Facebook or Instagram, that conversation data is covered too.
- Some records (like invoices) must be kept for legal reasons — we tell you what, and why.

1. Who This Applies To

1.1 These instructions apply to anyone whose personal data is held by **Lacspace Corporation Pvt. Ltd.** — people with an account on Lacspace One or another Lacspace product, people who contacted us through our website, and people who interacted with Lacspace through **Facebook, Instagram or WhatsApp** (for example, by messaging our business number or receiving a verification code from it). They supplement our Privacy Policy .

2. How to Request Deletion

2.1 Send an email to privacy@lacspace.com with the subject **"Delete my data"** , and include:

- the email address and/or phone number linked to your account or conversation;
- which product(s) the request covers, or "everything";
- for WhatsApp, the phone number you messaged us from.

2.2 Please send the request from the email address on your account where possible — it lets us verify you faster. You can also reach us through our contact page .

3. What Happens Next

- **We acknowledge** your request by email.

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- **We verify** that the request comes from you, so nobody can delete someone else's data. We may ask you to confirm from the email or phone number on the account.
- **We delete or anonymise** your account and the personal data associated with it across our systems, and remove it from active backups as they rotate.
- **We confirm** by email once it is done, and tell you about anything we had to keep and why.

3.1 We complete requests within **30 days** of verifying them, or sooner where the law in your region requires.

4. Data Received From Meta Platforms

4.1 If we received data about you through Facebook, Instagram or WhatsApp — such as your name, profile ID, phone number, or the content of messages you sent us — a deletion request removes that data from our systems as well. Deleting data held by Lacspace does not delete your Facebook, Instagram or WhatsApp account or your copy of the conversation; manage those in the respective app's settings.

5. What We May Have to Keep

5.1 We keep only what the law requires or what is needed to resolve disputes and prevent fraud — for example, invoices, payment and tax records, and records of the deletion request itself. This data is kept only for as long as required, is not used for any other purpose, and is deleted when the retention period ends.

6. Data Controlled by Your Organisation

6.1 If you use a Lacspace product through your employer, school or another organisation, that organisation may control your data. We will pass your request to them and help them respond, as described in our Privacy Policy .

7. Contact

7.1 Questions about deletion or your data? Email privacy@lacspace.com or our Grievance Officer at grievance@lacspace.com .

DOCUMENT CONTROL

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