

## All One Credit Union Digital Banking Account Deletion Policy

Below you will find detailed steps on how to proceed with any requests to delete your Digital Banking account and the information on the data removed and retained during this process.

### By proceeding with the deletion of your account, please be aware of the following:

1. **Permanent Deletion:** Once your account is deleted, all associated data, including but not limited to your profile information, settings, preferences, and any other content linked to your account, will be deleted. This action cannot be undone.
2. **Irreversible Loss of Access:** After deletion, you will no longer be able to access your account or recover any previously stored information. Any ongoing subscriptions or services tied to your account will be canceled. It is recommended that you cancel recurring or scheduled transfers and bill pay transactions before making your request.
3. **Data Retention:** In compliance with legal obligations, we may retain certain data for a specific period after account deletion, such as transaction and security records or information required for regulatory, tax, or legal purposes.
4. **Data Deletion from the App:** When you request the deletion of your Digital Banking account, the following data will be deleted: Personal Information such as your name, email address, and phone number. Transaction History within the app, App Usage Data related to your interactions and usage of the All One Credit Union Digital Banking app.
5. **Third-Party Services:** If you've linked your account with any third-party services or platforms, please ensure to manage your account and data separately with those providers, as deleting your account with us may not automatically remove or delete your data on external services.
6. **Account Deletion Process:** To request a deletion
  - Call our Member Service Center at 800-649-4646
  - Visit a Branch
  - Submit your request in writing to: Digital Banking, 20 Adams St., Leominster MA 01453.