Delete your account

Last updated 27 November 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

This page explains how to delete your **Kool** account and its data, what is deleted, and what is kept. Kool is operated by Synvora Labs LLC.

In the app

1. Open **Settings** and tap **Profile settings**.
2. Tap **Close account** at the bottom.
3. Confirm with **Close account**.

The steps are the same on iPhone, iPad, Mac and Android. To keep a copy of your data first, tap **My data** on the same screen. The web app at app.k00l.app cannot close an account: use the app, or email us as described below.

Closing an account **deletes it at once and cannot be undone**. Only what is listed under "What is kept" below remains, for the time stated. Your devices are signed out. Closing your account does not cancel a Kool+ subscription bought through Apple or Google: cancel it in your App Store or Google Play account.

A guardian can close a child account by withdrawing permission in Profile → Family.

If you cannot sign in

Email privacy@k00l.app from the email address on your Kool account, with your username, and ask us to delete the account. We may ask you to confirm the request before we delete it.

What is deleted

- Your profile with its email address and phone number, your password, passkeys, Apple or Google sign-in links, two-factor settings, phone verification codes and texts, sessions and devices.
- Your conversations and the messages in them, your posts, stories, clips, comments, likes, follows, notes, meetings, call history, saved addresses and search history.
- Your photos and videos in stories, posts and clips, your note attachments, and your Kool Mail and connected email accounts.
- Your Shop: listings come off sale and their photos are deleted.
- Your Pufy conversations, memory and files.
- Groups you created pass to another member; a group with no other members is deleted.

What is kept

- **Messages and files you sent to other people** (text, photos, videos, voice messages and files) stay in the chats of the people you sent them to, because each person has their own copy of the conversation.
- **Backups** of our database are kept for 30 days, then deleted.
- **Guardian safety records** about a child account are kept for 90 days.
- **Usage events** (never message content) expire on their own after 90 days. The copy sent to PostHog carries a one-way code, not your account ID, so it cannot be linked back to you.
- **Ad view counts** are kept so advertisers are billed correctly, with your account removed from them.
- **Reports of child sexual abuse material** and their evidence are preserved for the period US law requires.
- **Purchase, order and payout records** are kept for 7 years, as tax law requires.
- **Moderation and safety records** (reports, strikes, appeals, blocks) and **security, audit and abuse logs** are kept for 1 year, to prevent fraud and abuse.
- If an account is under a **legal hold**, it cannot be closed until the hold ends.

More about what Kool collects is in the Privacy Policy.
