

Delete User Account Procedure

Sometimes Users ask Jlive to “Delete” their account. Here is the process we undergo upon such requests.

	Has Orders	No Orders
Hard User (has Jlive Profile)	De-identification	Permanent Erasure
Soft User (no Jlive Profile)	De-identification	Permanent Erasure

**De-identification means that we maintain the records in our system but we remove or alter any identifying information that can tie it to a specific person*

Note: Soft Users are created when someone places an order on Jlive that does not yet have a Jlive User Profile.