

# Delete User Account Procedure

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

	<b>Has Orders</b>	<b>No Orders</b>
<b>Hard User</b> (has Jlive Profile)	De-identification	Permanent Erasure
<b>Soft User</b> (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.*