

Data Deletion Policy

Lamia Personal Assistant

Version: 1.0 / 2026-06-25-v1

Effective date: 25 June 2026

Last updated: 24 July 2026

Operator: ATLM MMC

AGADASH QURBANOV, BAKU, Absheron 1022, Azerbaijan

1. Submit a request

Write “delete my data” to the Lamia WhatsApp bot. Alternatively, email destek@lamia.az and include the phone number linked to your Lamia account.

2. Identity verification

Before irreversible deletion, we may verify that the requester owns the account using the WhatsApp number, account information, or a secure confirmation step. Do not send a password or full payment-card details.

3. Data covered

After verification, the profile, message history, expenses, income, tasks, reminders, plans, report links, voice data, and related technical records are deleted or anonymized where technically possible.

4. Exceptions

Limited records may be retained for legal obligations, security, fraud prevention, dispute handling, or accounting requirements. Retained information is restricted to that purpose and access is limited.

5. Backups and third parties

Data removed from active systems may remain until secure backup rotation completes. Requests involving third-party processors are handled according to their system capabilities and applicable legal requirements.

6. Timeframe

A verified request is normally completed within 30 days after verification. The user will be informed if additional information is needed or a lawful exception applies.

7. Completion and restarting

Confirmation is sent when the request is complete. If the user starts the service again, onboarding and consent may be required again. Restoration of deleted information is not guaranteed.

8. Contact

For request status or an objection, contact ATLM MMC at destek@lamia.az or +994506632455.