

Helix Account and Data Deletion

Last updated: 22 October 2026

This is a directly accessible copy of the relevant Helix policy provisions. Read it together with the Terms of Service and Privacy Policy. Required individual choices and applicable mandatory rights remain separate.

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Part 1. Account and Data Deletion Notice

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Helix Match Global Inc. | HelixMatchGlobal.com

Request deletion within Helix

Use the account deletion option in the Helix app's account settings and follow the confirmation instructions. Deactivation or hiding a profile is not account deletion. If you cannot access the app, use the outside-app route below; you do not need to reinstall Helix to submit a request.

Request deletion outside the app

Email Legal@helixmatchglobal.com with the subject Delete Helix Account. Identify the email address or account identifier associated with your Helix account and state that you want the account and associated personal data deleted. You may send this request even if you cannot sign in. We use proportionate verification before acting to prevent unauthorised deletion; never send your password, full payment details or unnecessary medical/genetic records. Support will explain any additional verification necessary and acknowledge the request.

What deletion covers

We close your account, remove your profile from discovery and delete associated account/profile information, uploaded photos, personal AI inputs and outputs, messages and other associated personal information held by Helix, except to the extent lawful retention is necessary. We arrange required deletion by service providers. Other users' independently held copies, recipients' records and a donor bank's independent records may require separate requests. We do not treat freezing an account as deletion.

Recovery, timing and retained information

Before confirming deletion, we explain the completion period and any optional recovery choice. The ordinary account recovery period is up to 30 days; it must not override an effective deletion request, applicable deadlines or a user's decision to proceed with deletion. If verification or an applicable legal requirement affects timing, we explain that rather than promising an unsupported universal completion period.

Limited billing/tax records, records necessary for security, fraud prevention, safety, legal claims or compliance may be retained only for the applicable legal obligation or necessary purpose. Access and further use are restricted. Backups remain isolated from ordinary use and are removed under the applicable rotation process, subject to lawful holds. We explain applicable retention grounds and timing when responding to your request, including any request we cannot fully fulfil. See the Privacy Policy for additional detail and rights.

Subscriptions and sign-in

Deleting your account or uninstalling Helix does not itself cancel a subscription billed by Apple or Google. Manage the subscription in the purchasing store's subscription settings. Cancellation guidance does not block account deletion. Eligible refunds remain subject to mandatory law and the Refund and Cancellation Policy. If Sign in with Apple was used, associated tokens are revoked as required.

Contact

Helix Match Global Inc., 254 Chapman Rd., Ste 209, Newark, DE 19702, United States. Email Legal@helixmatchglobal.com. Website <https://HelixMatchGlobal.com>.

Additional privacy and appeal options

You may request deletion of selected health, genetic or AI information without closing your entire account where applicable. Withdrawal of optional processing/sharing can be exercised independently. An unmatch, a cookie reset, revoking a device permission or unlinking a sign-in provider does not necessarily erase information

already held; state the data and right you wish to exercise. No new purchase or subscription cancellation is required to submit a deletion request.

If we cannot fully act, we explain the lawful reason, relevant retention criteria and appeal route. Email Legal@helixmatchglobal.com with the subject Privacy Appeal and identify your request; applicable state health/privacy and EU/UK remedies remain available. We use proportionate verification, consider authorised agents where law permits and do not discriminate against a rights request. Relevant account and processor copies are handled under the Privacy Policy, Consumer Health Data Notice and stricter regional rules.

Suspended accounts and renewed access

An account suspension, ban, ongoing refund request or inability to sign in does not prevent a deletion or other privacy request through Legal@helixmatchglobal.com. Any permitted legal/safety retention remains limited to its justified scope and period. Restoration or a later registration does not silently reactivate a revoked AI participation permission, revive data already erased or authorise new use of a retained medical record. Subscription recovery and consent recovery are distinct.