



Cancel your account

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Learn how to cancel your KnowledgeOwl account.

Cancellation overview

While we hate to have you go, you can cancel your subscription at any time.

Before you cancel, export your content in whatever formats make sense for you:

- [Full PDF download](#)
- [Custom PDFs](#)
- [HTML zip file](#)
- [API](#)

Once you cancel your account, here's what happens:

1. **As soon as you cancel:** All access to your knowledge base(s) stops; all API keys stop working; authors will no longer be able to log in to app.knowledgeowl.com.
2. **0-179 days after cancellation:** We can reactivate your account or grant temporary access for any further exports during this time with no loss of data.
3. **180 days after cancellation:** We delete your entire account data, including all readers, authors, reporting data, and knowledge base content. Our team cannot recover data after this deletion, so please be sure you have everything you need!



180-day point of no return

All of your articles, categories, files, reader logins, and author logins are automatically purged from our servers 180 days after cancellation. Please be sure you have everything you need before the 180-day mark!

Cancel your subscription

Authors with Full Account Admin permission can cancel your account. If you don't have access to **Account > Billing**, you don't have permission to make these changes.

If you pay for your subscription via invoice, [contact us](#) about cancelling.

If you paying for your subscription via in-app payment method like credit card or Google Pay:

1. Go to **Account > Billing**.
2. In the **Danger zone** section, select **Cancel your account**.
The **Cancel Account** modal opens.
3. Select your **Reason for cancelling**. We appreciate your feedback in providing a reason, since this helps us know where we can improve!
4. Once you've selected your reason for cancelling, select **Cancel account**.
5. Once cancelled, you'll be logged out and your account will no longer be accessible.

Upon cancellation, your account will be scheduled for permanent deletion in 180 days. You can reactivate your subscription during that 180-day period without losing anything. After 180 days, you'll need to create a new account.

Post-cancellation data deletion

Once you've canceled your account, we'll automatically purge all of your data 180 days after cancellation.

When we delete your data, we delete:

- All content in your knowledge base, including articles, categories, snippets, tags, and files
- The email addresses and passwords of your readers and authors
- Any other data stored in your account

Basically, it will be as if your knowledge base, your readers, and your authors never existed in our systems.

If you need data purged sooner than 180 days or would like one of our team to confirm the purge is complete for your records, please [contact us](#) to request it.



Not recoverable

This purge removes all evidence of your account from our systems. It's not reversible. Please make sure you have exported everything you need before submitting your request!