



Post-cancellation data deletion

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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!