DOCUMENTO LEGAL

Account Deletion & Data Removal Policy — Ryvalfit

Versión PDF de la política vigente. Documento de referencia; el texto legal aplicable es el publicado en los canales oficiales.

SOCIEDAD	CIF / NIF	DOCUMENTO	FECHA
RYVAL SOLUTIONS SPAIN, S.L.	B22844229	Documento legal	Julio de 2026

CLASIFICACIÓN

Confidencial

Last updated: September 9, 2025 This page explains how you can delete your Ryvalfit account and what happens to your data when you do. It applies to the RyvalFit app published by Ryval Solutions on Google Play.

How to delete your account (in-app)

Open RyvalFit and sign in. Go to Profile (tab at the bottom). Scroll to the bottom to Danger zone. Tap Cancel Account and follow the confirmation steps. Deletion from the app is the fastest method. Once confirmed, the process begins immediately.

If you can’t access the app

Email us from your registered email address at support@ryvalfit.com with the subject “Delete my Ryvalfit account”. If we need to verify identity, we may ask for limited additional information. We’ll process your request as quickly as possible (see timelines below).

What will happen when you delete your account

All your personal data will be permanently deleted. Your workout history and progress will be lost. Any active subscriptions will be cancelled. You will lose access to all premium features immediately. Account recovery will not be possible after deletion.

What data is deleted

When you confirm deletion, we permanently remove or irreversibly anonymize data linked to your account from our active systems, including: Profile information (name, email, photo, preferences) Workout plans, history, progress metrics, PRs, achievements In-app content you created (notes, routines) Devices and session data tied to your account

What may be retained (and why)

To comply with law, prevent fraud/abuse, or fulfill our contractual and accounting obligations, we may retain a minimal subset of records after account deletion: Payment and transaction records (amounts, dates, tax/VAT invoices) — retained for the period required by applicable accounting/tax laws (usually up to 6 years). Security and audit logs (e.g., deletion request, consent revocation, access logs) — retained for up to 12 months, unless a longer period is required for legal claims or fraud prevention. Backups — your deleted data is removed from active systems promptly, but may persist in encrypted backups for up to 90 days, after which it is purged on our regular backup rotation. Aggregated or de-identified analytics that no longer identify you may be kept for product analytics and reporting. We do not use retained records to provide services after deletion.

Third-party processors

Where applicable, we will propagate your deletion request to our subprocessors involved in providing the service (e.g., payments, analytics) so that they delete or anonymize data they process on our behalf, subject to their legal obligations.

Timelines

In-app deletion: starts immediately and completes on our active systems typically within 72 hours. Email requests: acknowledged promptly; completed as soon as we verify identity and process the request. Backups: purged within 90 days as part of our routine backup lifecycle. Legal/audit records: retained only for the periods noted above.

Reversibility

Deletion is permanent. After the process begins, we cannot restore your account or data.

Contact

If you have questions or need help with deletion: Email: support@ryvalfit.com