SELF-SERVICE RIGHTS

ONEOVA DATA DELETION, EXPORT & PRIVACY RIGHTS GUIDE

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Operating Entity: THE CROWNED COLLECTIVE PRESSE (operating Oneova)
Data Protection Officer: `thecrownedcollectivepress@gmail.com`
Web Portal: `https://oneova.app/deletion`

In Short: You are always in control of your Oneova account and personal data. You can export a copy of your data, revoke connected social accounts, or permanently delete your account in **2 taps inside the app**—or by email if you no longer have the app installed.

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1. Method 1 — Instant In-App Account & Media Deletion (Fastest)

1. Open the Oneova app on Android, iOS, or Web.
2. Tap **Me** (bottom-right navigation bar) → open **Settings**.
3. Tap **Privacy & Security** → scroll to **Delete Account & Purge Data**.
4. Review the confirmation notice and verify ownership using your **App PIN, Biometrics, Passkey, or 2FA code**.

What happens next:

- Your profile, Reels, Stories, comments, likes, and public visibility are **disabled immediately**.
- Active production database records, media files, and connected OAuth tokens are permanently purged within **24 hours to 30 days** (with a brief 14-day accidental-deletion recovery grace period if selected by you, or immediate irreversible purge upon confirmation).
- Encrypted disaster-recovery backups automatically overwrite within **90 days**.

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2. Method 2 — Deleting Your Account Without the App (Low-Data Web / Email)

If you uninstalled Oneova, lost your phone, or are on a low-data connection:

1. Send an email from your registered email address (or referencing your registered phone number and `@username`) to **`thecrownedcollectivepress@gmail.com`**.
2. Use the subject line: `Account Deletion Request — @[YourUsername]`.

3. Our Trust & Privacy team verifies ownership (to prevent malicious third-party deletion of your account) and completes full erasure within **48 hours to 14 days** (and strictly within statutory deadlines under Kenya DPA, Nigeria NDPA, South Africa POPIA, GDPR, and Google Play / Apple App Store rules).

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3. Method 3 — Downloading / Exporting Your Data (Data Portability)

To obtain a machine-readable archive of your profile information, account settings, and published post metadata:

- **In-App:** Navigate to **Me → Settings → Privacy & Security → Export My Data**.
- **By Email:** Request a portability archive at `thecrownedcollectivepress@gmail.com`.

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4. Method 4 — Revoking Third-Party Connected Accounts (TikTok, Meta, YouTube)

If you connected external accounts in **Oneova Social Hub** for 1-tap cross-publishing:

1. **Inside Oneova:** Go to **Me → Settings → Social Accounts** and tap **Disconnect** next to TikTok, Instagram, Facebook, or YouTube. Oneova deletes your stored OAuth tokens immediately.
2. **Directly on the External Platform:** You may also revoke **Oneova** at any time from TikTok (*Settings and privacy → Security & permissions → Apps and services permissions*), Meta/Instagram (*Accounts Center → Apps and websites*), or Google (*Google Account → Third-party apps & services*).

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5. Limited Statutory Records Retained After Account Deletion

Even after full account deletion, applicable financial and safety laws require Oneova to retain strictly isolated, non-public records solely for legal compliance:

- **Tax, Payout & Accounting Invoices:** Retained for **5 to 7 years** as mandated by revenue authorities and central-bank payment regulations (only if you bought Coins, sold on Biz, or received Creator payouts);
- **Fraud & Safety Ban Hashes:** Minimal cryptographic hashes where an account was terminated for CSAM, terrorism, or financial fraud, solely to block repeat abuse and comply with law-enforcement preservation duties.

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