

Delete My TAPP® Account


If you're having an issue on TAPP® or the TAPP Platform, we might be able to help. Please contact us at: hello@tapp.group to let us know how we may assist YOU.

If you want to delete your account, YOU can follow the next steps. We're sorry to see you go!

How to delete your TAPP® Account

When you delete your account, your account settings, profile, Content (e.g. Photos, Videos, Lists, Recommendations), notes, likes, device data, location data and the friends you've connected your TAPP community to — will be permanently removed from your TAPP Account. We may retain some personal data for certain legal, security, and business needs. For example, we'll retain information about any purchases you may have made through TAPP or the TAPP Platform, and when you accepted our Terms of Service and Privacy Policy. For more information, please refer to our [Privacy Policy](#).

To permanently delete your account:

1. Within the Application go to your profile page and press the settings icon .
2. From the drop-down menu select Delete My Account and re-enter your password. The option to permanently delete your account will only appear after you've selected a reason from the menu.
3. Select Permanently Delete My Account and select CONFIRM.

After taking the steps to delete your account, it will first be deactivated for **30 days**. While your account is deactivated, your friends will not be able to contact or interact with you on TAPP® and the TAPP Platform.

After **30 days**, your TAPP® Account will be permanently deleted.

How to reactivate your TAPP Account within 30 days?

Want to reactivate your account? It's easy! Just log back in to the TAPP® Application with your User Name within 30 days of deactivating your account. While your account is deactivated, you can only log in with your User Name and password. You can't log in with your email address and you can't change your password.

Please Note: It can sometimes take 24 hours before a deactivated account can be reactivated.