

Delete my account

How to request deletion of your Générale CI account and your data, what is erased and what is kept.

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This is a courtesy translation. The French version is the only legally binding text: in the event of any discrepancy, the French version prevails.

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This page is **public**: you do not need to be signed in, or to have installed the application, to read it and to request deletion of your account.

The right to obtain erasure of your data and the cessation of its dissemination is granted to you by **articles 33 to 36 of Ivorian Law No. 2013-450**, which require it to be carried out **without delay**, except where a legal obligation requires certain data to be kept.

How to request deletion

From the application

Open **Profile** → **Account settings** → **Delete my account**, then confirm. The request is recorded immediately.

In writing, without using the application

Write to **info@generale-ci.com** with the subject

"Account deletion", stating the **phone number** of your account.

We may ask you to confirm your identity — for example by a code sent to the account's number.

That is what prevents someone from having your account deleted in your place.

We handle your request within 30 days at most, and generally well before.

Before you ask

Settle these situations first, otherwise deletion will be delayed:

- **An order in progress:** wait until it is delivered or cancelled.
- **An open return or dispute:** the procedure must be closed.
- **A balance in your wallet:** use it, as it is not refundable in cash.
- **A pending withdrawal**, if you are a seller or an influencer: wait until it is executed.
- **An active shop:** honour orders in progress and withdraw your items from sale.

What is erased

- Your profile: name, photograph, preferences, language.
- Your phone number and password as sign-in credentials.
- Your delivery addresses.
- Your notification tokens — you immediately stop receiving notifications.
- Your search and browsing history, your favourites, your basket.
- Your exchanges with the assistant.
- Your identity documents, if they have not already been destroyed at the end of the 90 days

following the verification decision.

What is anonymised rather than erased

Some content cannot disappear without distorting information owed to other people. It is then

detached from your identity: your name and photograph are removed, and nothing any longer allows it to be linked to you.

- The **reviews** you have left on items: deleting them would alter a seller's rating on the basis of genuine purchases.

- The **aggregated statistics** to which your activity has contributed.

Your published **videos and comments** are deleted along with the account. Tell us if you would prefer them to be kept anonymously instead.

What is kept, and why

Article 35 of the Law expressly permits the retention of data whose keeping is required by a legal obligation. In practice:

Data kept	Period	Reason
Orders, payments, refunds, invoices	10 years	Accounting and tax obligations
Proof of delivery and return	24 months	A dispute may arise after you leave
Connection logs	12 months	Security and incident investigation
The fact that you refused prospecting	No limit	So that we do not canvass you again
Material relating to an ongoing dispute or proceedings	Until it ends	Defence of our rights and those of third parties

This data is **locked**: it serves only those purposes, and is no longer used to contact you, profile you or recommend anything to you.

Other people's orders are not erased. If you were a seller, buyers keep the record of their purchases from you: that data is theirs as much as yours, and they are entitled to it.

Technical timescales

Once deletion has been carried out, your data may persist for a time in backup copies, which rotate automatically. It is no longer accessible in day-to-day operation and disappears with the rotation cycle.

Retrieving your data before you go

Article 38 of the Law gives you the right to obtain a ****copy** of your data in a structured, commonly used format^{**}. Ask for it at

info@generale-ci.com **before** deleting your account:

once erased, we can no longer provide it.

Is it reversible?

No. Once deletion has been carried out, the account and the associated data cannot be restored.

You will be able to create a new account, but it will start from scratch: no history, no credits, no reviews, no shop.

A question

Write to info@generale-ci.com. If you consider that your

request has not been properly handled, you may refer the matter to the Autorité de Régulation des Télécommunications/TIC de Côte d'Ivoire (ARTCI), the authority entrusted by Law No. 2013-450 with the duties of the personal data protection authority.

ETS APAMA — ÉTABLISSEMENT APAMA, operating the brand Générale CI. RCCM CI-ABJ-02-2007-A10-01226 — Yopougon Niangon Cité Marine, Abidjan, Côte d'Ivoire.

Contact : info@generale-ci.com — Document « Delete my account » version 1.0 dated 27 July 2026.

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