Deleting your account

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You can have your Saga account deleted via Settings, under Account. You can also start at the page for account deletion. If you can no longer access your account, contact us via privacy@sagafor.me so we can verify your request and identity.

1. First save what you want to take with you

Export the data you want to keep in advance. Saga supports export of settings and vault data within your access rights. A vault is a shielded collection of data that you use for yourself or share with others.

2. Check shared data and confirm

When deleting your account, you assess what happens to the vaults you own. You can transfer ownership to another suitable participant or choose deletion. Deleting a shared vault also has consequences for the other participants. Saga displays the choices before you confirm.

Saga sends a confirmation email to your account address. Open the link, review the consequences, and confirm the deletion. The deletion is only processed after this confirmation. If the situation has changed in the meantime, Saga may ask you to review the choices again.

3. Thirty days to restore

After confirmation, your account is deactivated and a thirty-day recovery period begins. Within this period, you can restore an independent account by requesting a new login email to the original account address and opening the link.

Transferred vaults, other participants, and guardianship do not automatically return. Previously revoked participation rights are also not automatically re-granted. The paid period continues during the recovery period; it is not paused.

Even with an account under parental supervision, you can request account deletion yourself and confirm it via your own email. No permission from guardians is required for this. For restoration via Parental Supervision, consent from all linked guardians is still required; a login email from the child alone is not sufficient for this. For a not yet approved provisional child registration, the separate fourteen-day period from the privacy statement applies, without this recovery period.

4. Which data disappears and which remains?

After the recovery period expires, the possibility of restoration lapses and the account and personal data stored for that purpose are cleaned up from the active systems. This includes, among other things, account settings and data in personal vaults designated for deletion, such as contacts, appointments, tasks, notes, objects, locations, and attachments.

Data in transferred or other shared vaults may continue to exist for the remaining participants. Your access is removed. Personal fields of your account, such as your own contact notes, are not transferred to other participants as shared fields.

Invoices and necessary fiscal administration may remain as long as the law requires. Limited security and administrative data follow their own retention periods. See the privacy policy for these periods and the consequences for back-ups.

5. Subscriptions

Account deletion processes the stopping of automatic renewal. If the payment provider has not yet confirmed this, Saga mentions this in the notification. Check the confirmation and, for a Google Play subscription, the subscription status in Google Play. In case of uncertainty, contact support@sagafor.me.

An ongoing paid period is not paused, and account deletion does not automatically mean a refund. Follow any instructions in the confirmation email for restoring remaining paid access.

6. Backups and data on your devices

Back-ups are not adjusted per individually deleted record. Saga retains daily recovery points for fourteen days and weekly recovery points for ten weeks. Back-up failures and old storage versions can extend physical retention. When restoring after a failure, deletions and revoked rights must be re-processed before the environment is released.

Account deletion does not guarantee the erasure of all local copies on your devices, especially when a device remains offline. Explicitly log out on each device to erase local offline data and app and photo caches. Via browser or Android settings, you can also delete the remaining website or app storage. First synchronize or export any changes you want to keep.