

Account Deletion (GDPR Compliant)

INTERNAL — Helix Engineering / CS Operations

OVERVIEW

Account deletion is a permanent, irreversible action. Helix complies with GDPR's right to erasure with a 30-day deletion window during which the request can be cancelled.

WHO CAN INITIATE

(1) The workspace owner (full account deletion). (2) Individual users (their own user account; does not delete the workspace). (3) DSAR requests under GDPR (specific user's personal data).

PROCEDURE FOR FULL ACCOUNT DELETION

(1) Verify the requestor is the workspace owner. (2) Confirm understanding: deletion is permanent, all data is removed within 30 days, no recovery is possible. (3) Customer initiates from Settings → Workspace → Delete. (4) Confirmation email is sent. (5) Customer must confirm via email link to start the 30-day countdown.

DURING THE WINDOW

The workspace is read-only. Workflows do not run. Customer can cancel deletion by signing in and clicking Cancel deletion. After 30 days, deletion proceeds automatically.

WHAT IS DELETED

Profile data, workflow definitions, run logs, audit log entries (anonymized to comply with retention requirements), payment methods, integrations, API keys, sessions.

WHAT IS RETAINED

Anonymized aggregate metrics (no PII). Financial records as required by tax law (typically 7 years). Backup snapshots are purged within 35 days.

EDGE CASES

If the workspace has unpaid invoices, deletion cannot proceed until invoices are settled or written off. If the customer has active legal holds, deletion is blocked until the hold is released; legal must approve.