Delete Your Novex Account

This page explains how to delete your account for the Novex smart lighting app, and what happens to your data when you do. You can delete your account in the app or ask us to do it by email.

Option 1: Delete your account in the app

1. Open the **Novex** app and sign in.
2. Tap the **Settings** tab at the bottom of the screen.
3. Under **Account**, tap **Profile**.
4. Tap the red **Delete Account** button at the bottom of the screen.
5. When asked to confirm, tap **Delete Account** again.

Your account is deleted right away, and this cannot be undone.

Option 2: Ask us by email

If you can't use the app, email **support@novexlights.com** with the subject line "Delete my account". Send it from the email address on your Novex account, so we can confirm the account is yours. We will delete your account within 30 days and reply to let you know when it's done.

What gets deleted

- Your login details, including your email address and password
- Your profile, including your name, phone number and preferences
- Your access to any lighting systems
- Palettes, effects and presets you saved to your own account, and your favorite themes
- Support requests you made from your account

What we keep

- **Lighting system records.** The system installed at your property isn't deleted with your account. This includes its address and location, controllers, zones and schedules. These records stay in place, without your name attached as their creator, so the lights keep working and your dealer can continue to support them. We keep them for as long as the system remains in service.
- **Backups.** Deleted data may remain in routine database backups until those backups expire.