

Dear client,

If you would like to remove / delete your account and data, please send an e-mail to: support@bitmarkets.com

IMPORTANT: E-mail needs to be sent from the same email address as your account has been registered to.

Please note, that due to the regulatory requirements, we are not allowed to delete our client's data, as we need to archive them for a maximum period of up to 10 years (or for a longer period, if required by the relevant applicable laws or where requested by the competent authority). However, after this period is reached, we will be able to delete your data based on your request.

More about how we store your personal data can be found in our **Privacy Policy** <https://bitmarkets.com/en/company/legal/privacy-policy>