



Zoho Survey Data Deletion and Account Close Process

At Zoho Survey, we prioritize the security and privacy of your data, and we strive to maintain high standards of data retention and deletion to protect your information.

Case 1: We retain the data in your Zoho Survey account for as long as you continue using our services. If you decide to delete your Zoho Survey user account, your data will be deleted from the active database after **6 months** of closing your Zoho Survey account. Additionally, any data deleted from the active database will also be removed from backups after 3 months.

Case 2: In case your free plan account is inactive continuously for a period of **365 days**, we reserve the right to delete it after giving you prior notice and the option to back-up your data. Before deletion, three reminder emails will be sent to you:

- The first reminder will be sent **30 days** before account deletion.
- The second reminder will be sent **15 days** before account deletion.
- The third and final reminder will be sent **3 days** before account deletion.

If no activity is detected even after sending the reminder emails, your account and all the data will be deleted permanently. Once the account deletion is complete, we will send an email conveying your account deletion was completed successfully.

- For more insights on account deletion. Kindly refer to [this](#) article.
- Please [read](#) the article for further insights on the data privacy and security of your account.