

FOCUS DATA DELETION & PRIVACY REQUESTS

Effective Date: September 10, 2026

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TeamFocus LLC (“TeamFocus,” “Focus,” “we,” “us,” or “our”) provides users with options to manage their Focus accounts and personal information.

This policy explains how you can request access to, correction of, export of, or deletion of information associated with your Focus account.

For additional information about how Focus handles personal information, please review the **Focus Privacy Policy**.

1. DELETE YOUR FOCUS ACCOUNT

You may request deletion of your Focus account at any time.

Where available, you can initiate account deletion directly within the Focus app through your account or privacy settings.

You may also request account deletion by emailing:

support.teamfocus@gmail.com

Use a subject such as:

Focus Account Deletion Request

For security purposes, please contact us using the email address associated with your Focus account whenever possible.

2. WHAT HAPPENS WHEN YOU DELETE YOUR ACCOUNT

When an eligible account-deletion request is completed, Focus will delete or de-identify personal information associated with the account unless we are permitted or required to retain certain information.

Depending on the features you used, this may include information such as:

- profile information;
- goals;
- habits;
- routines;
- workout information;
- nutrition information;
- health and wellness information;
- financial tracking information;
- Focus Score information;
- productivity information;
- challenge information;
- social information;
- connected-service information; and
- other information associated with your account.

Some information may remain temporarily in backup systems until those backups are overwritten according to our normal processes.

3. INFORMATION WE MAY NEED TO RETAIN

Account deletion does not necessarily require immediate deletion of every record.

TeamFocus may retain limited information where reasonably necessary or legally permitted for purposes including:

- complying with legal obligations;
- maintaining required financial or transaction records;
- detecting or preventing fraud;
- protecting account and system security;
- investigating abuse;
- resolving disputes;
- enforcing agreements;
- documenting privacy requests; or
- maintaining properly de-identified information.

When information no longer needs to be retained, it will be deleted or de-identified as appropriate.

4. DELETING THE APP DOES NOT DELETE YOUR ACCOUNT

Deleting the Focus app from your phone or other device does **not** automatically delete your Focus account.

If you want your account and associated information deleted, you must use the account-deletion functionality provided within Focus or submit a deletion request to:

support.teamfocus@gmail.com

5. DELETING YOUR ACCOUNT DOES NOT NECESSARILY CANCEL FOCUS+

If you have an active Focus+ subscription through Apple, Google, or another third-party marketplace, deleting your Focus account may **not automatically cancel your subscription**.

You should cancel your subscription through the marketplace or account through which you purchased it.

Deleting Focus from your device also does not automatically cancel a subscription.

Please review the **Focus+ Subscription & Billing Terms** for additional information.

6. REQUEST A COPY OF YOUR INFORMATION

Depending on applicable law and technical availability, you may request a copy of certain personal information associated with your Focus account.

Send your request to:

support.teamfocus@gmail.com

Use a subject such as:

Focus Data Access Request

We may need to verify your identity before providing personal information.

7. CORRECT YOUR INFORMATION

Certain information may be corrected directly within Focus.

If information cannot be corrected through the app, you may contact:

support.teamfocus@gmail.com

Use a subject such as:

Focus Data Correction Request

Please identify the information you believe is inaccurate and the correction you are requesting.

8. REQUEST DELETION OF SPECIFIC INFORMATION

Where supported and required by applicable law, you may request deletion of certain personal information without necessarily deleting your entire Focus account.

Contact:

support.teamfocus@gmail.com

Use a subject such as:

Focus Data Deletion Request

Describe the information you would like deleted.

Some information may need to be retained where permitted or required by law.

9. CONNECTED SERVICES

Focus may allow you to connect third-party services such as:

- Apple Health;

- health and fitness platforms;
- wearable devices;
- financial-data providers;
- calendars;
- productivity services; or
- other integrations.

You may be able to disconnect these services through Focus or through the third-party provider.

Disconnecting a service generally prevents future information from being obtained through that connection, but it may not automatically delete information previously imported into Focus.

You may separately request deletion of previously imported information where applicable.

10. APPLE HEALTH PERMISSIONS

If you connect Apple Health, you can control Focus's access to Apple Health information through Apple's Health and privacy settings.

Revoking permission prevents Focus from obtaining applicable new HealthKit information through that authorization.

Revoking Apple Health permission does not necessarily delete health information that was previously transferred to and stored by Focus.

If you want previously stored information deleted, you may use Focus's available deletion controls or contact:

support.teamfocus@gmail.com

11. FINANCIAL CONNECTIONS

If you connect a financial account, you may be able to disconnect that account through Focus or the applicable financial-data provider.

Disconnecting a financial account does not necessarily delete information previously received by Focus.

You may request deletion of eligible previously stored financial information by contacting:

support.teamfocus@gmail.com

A third-party financial-data provider may separately maintain information under its own privacy policy.

12. SOCIAL INFORMATION

If Focus provides social features, certain information you share with other users may remain visible in limited circumstances after account deletion.

For example, content included in a conversation or interaction involving another user may need to be retained where technically necessary, legally permitted, or required for safety and abuse prevention.

Where appropriate, information may instead be deleted, anonymized, or disconnected from your identity.

13. PRIVACY RIGHTS

Depending on where you live, applicable law may provide rights concerning your personal information.

These may include rights to:

- know what information is collected;
- access personal information;
- correct inaccurate information;
- request deletion;
- obtain certain information in a portable format;
- withdraw consent in certain circumstances;
- restrict or object to certain processing; or
- appeal certain privacy decisions.

The availability of specific rights depends on applicable law.

14. IDENTITY VERIFICATION

We may need to verify your identity before completing certain privacy requests.

Verification helps prevent another person from obtaining or deleting your information without authorization.

We will request only information reasonably necessary to verify the request.

15. AUTHORIZED REQUESTS

Where permitted by applicable law, an authorized representative may submit certain privacy requests on behalf of another person.

We may require evidence that the representative is authorized to act for that person.

We may also independently verify the request with the account holder where permitted.

16. RESPONSE TIMES

TeamFocus will respond to verified privacy requests within the time required by applicable law.

Some requests may require additional time depending on complexity, volume, security concerns, or legal requirements.

If additional time is legally permitted and necessary, we may notify you.

17. NO DISCRIMINATION

TeamFocus will not unlawfully discriminate against users for exercising applicable privacy rights.

Certain Focus features may necessarily stop functioning if information required to provide those features is deleted or access to that information is withdrawn.

18. SECURITY OF PRIVACY REQUESTS

Please avoid sending highly sensitive information, passwords, full financial account credentials, or unnecessary identification documents through email.

TeamFocus will tell you if additional information is reasonably necessary to process or verify a request.

TeamFocus will never ask you to email your Focus password.

19. CHANGES TO THIS POLICY

TeamFocus may update this policy as Focus evolves, privacy controls change, or applicable legal requirements change.

When required, we will provide appropriate notice of material changes.

The “Last Updated” date above identifies when this policy was most recently revised.

20. CONTACT US

For account deletion, data access, corrections, privacy questions, or other privacy requests, contact:

TeamFocus LLC

Focus

Email: support.teamfocus@gmail.com

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