

Kind

CANCEL YOUR KIND ACCOUNT

We're reaching out to provide you with essential details about our cancellation policy. While we are sorry to see you go, we want to ensure a smooth process for you.

Cancellation Process:

When you choose to cancel your account with us, the cancellation will take effect once your paid period expires. Until that time, you can continue using your account as usual.

Access to Your Account:

Once the cancellation is complete, your account will become inaccessible. Therefore, we recommend that you download and save any important content you wish to keep beforehand.

Data Deletion:

To protect your privacy and security, we will permanently delete the data in your account from our servers 30 days after cancellation. Additionally, the content will be removed from our backups within 60 days. Please note that once the data is permanently deleted, it cannot be recovered.

Content Retrieval:

If you change your mind within the first 30 days after cancellation and need to retrieve your content, kindly reach out to us at support@kind.app. Our team will be more than happy to assist you.

If you have any questions or concerns, please don't hesitate to contact our support team. We truly appreciate the time you spent with us at Kind, and we wish you all the best in your future endeavours.

Thank you for being a part of our community.

Your Kind Team.

DELETE CLINIC ACCOUNT

1. Please send an email to support@kind.app with company name and contact person.

DELETE OWN ACCOUNT

2. Please send an email to support@kind.app with your name and phone number.
(The account will be renamed to "Previous employee". This will allow the patient to retain the chat history.)

DELETE PATIENT

1. Go to patient profile.
2. Click on "Delete from clinic".

DELETE COLLEAGUE

1. Please send an email to support@kind.app with name and phone number.
(The account will be renamed to "Previous employee". This will allow the patient to retain the chat history.)

Do you have questions? Please reach out to us via email at support@kind.app, and we'll be happy to assist you.

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