



Data Deletion Request

CURRENT AS OF 12 AUG 2026

To have Calilio delete your personal data, email **privacy@calilio.com** with the subject **Data deletion request**. Email is the only way to send the request. We acknowledge every request within 5 business days, and account deletion is initiated 30 days after we receive your request. If you cancel your subscription instead, your stored data is deleted automatically once the account ends.

These are the data deletion instructions for Calilio. The page is public and needs no account or login. It covers Calilio users and the end customers of businesses that use Calilio. Calilio is a cloud business phone system for voice calls, SMS, and WhatsApp business messaging, operated by CALILIO PTE. LTD. in Singapore.

- ✓ **5 business days:** to acknowledge your request in writing
- ✓ **30 days:** after we receive your request, account deletion is initiated
- ✓ **Free:** no fee, and no account needed to ask

What data this covers

A deletion request covers the personal data Calilio holds about you:

- **Account and profile details.** Name, email address, phone number, role, workspace settings, and sign-in records.
- **Call records and call recordings.** Numbers called, timestamps, duration, call status, and stored recording audio.

- **Voicemail.** Greetings, recorded messages, and transcripts.
- **Message content and metadata.** SMS and WhatsApp message text, attachments, and metadata such as sender, recipient, timestamps, and delivery status.
- **Contact lists.** Contacts and address books uploaded to or created inside Calilio.
- **Billing records.** Plan, invoices, payment history, and the limited card details our payment provider holds for your account.
- **Support tickets.** Emails, chat transcripts, and notes from your contact with our support team.

You do not have to delete everything. You can delete individual items yourself inside the Calilio app, such as contacts, messages, and call recordings. For anything you cannot remove yourself, tell us in your request which part you want deleted, for example one phone number, one conversation, or your call recordings.

How to request deletion

Email is the only way to send a deletion request. The Calilio app has no delete-account button, and we do not accept deletion requests by phone or by post. Individual items such as contacts, messages, and call recordings can be deleted by you inside the app.

Send your request to

privacy@calilio.com

Subject: **Data deletion request**

Send it from the email address on the account if you have one. That is the quickest way for us to verify you. Requests sent to **support@calilio.com** reach the same team.

What to include in your request

- Your full name
- The email address on the account
- The phone number or workspace the request relates to

- What you want deleted: everything, or specific data

If you are the end customer of a business that uses Calilio, and not a Calilio account holder, also tell us the name of that business and the number you contacted.

What happens next

1 We acknowledge your request

You get a written acknowledgement within 5 business days of us receiving it. If the request concerns data we hold for a business customer, we notify that business, as our Data Processing Agreement requires.

2 We verify who you are

We may ask you to confirm control of the account email address or phone number, so that nobody can delete someone else's data. We ask for the minimum needed and do not keep verification material longer than the check requires.

3 We delete the data

Account deletion is initiated 30 days after we receive your deletion request. The 30 days give you time to withdraw the request and save a copy of anything you need, and give us time to verify who you are. Once deletion starts, your data is removed from live systems and then ages out of our encrypted backups. We do not restore deleted data from a backup.

4 We confirm in writing

We tell you what was deleted, and what we had to keep and why. If we cannot act on a request, we tell you the reason and what you can do next. We reply in writing within one calendar month of receiving your request, the deadline set by GDPR Article 12(3).

If you cancel your subscription instead

Cancelling is not a deletion request. It is slower, but it reaches the same result.

- Cancel in the app: Settings, then Subscription, then Cancel subscription, and type CANCEL to confirm. You can also send written notice to **support@calilio.com**.
- The plan stays active until the end of the current billing cycle. Cancellation takes effect on the next billing date, so you are not charged again.
- Once the account terminates, all stored user data is deleted automatically, as set out in our **Refund Policy**. Save a copy of anything you want to keep before you cancel.
- Phone numbers on the account are released back to the carrier and may not be recoverable, and other members of the workspace lose access to the data that is deleted.

WhatsApp data specifically

Calilio provides WhatsApp business messaging to its business customers. Two roles apply, and they decide who can act on a deletion request.

The business customer is the controller

The business that sends and receives the messages decides why the data is collected and how long it is kept.

Calilio is the processor

Calilio handles that message data only on the business customer's instructions, as set out in our **Data Processing Agreement**. Calilio stays an independent controller for its own account and usage data.

- If you are an end customer and ask us to delete a conversation, we pass your request to the business you messaged and tell you we have done so. That business decides the outcome, and we act on its instruction.
- Message content and metadata are deleted from Calilio systems when the business customer asks us to delete them, or when the account is closed and the retention periods below run out.

- Messages also pass through the WhatsApp Business Platform, which Meta operates and Calilio does not control. Meta documents a maximum retention period of 30 days for messages sent through its Cloud API. Deleting data from Calilio does not delete the copy on your own device, the copy held by the business you messaged, or anything held by Meta.
- Calilio does not sell message content and does not disclose it to anyone except the subprocessors needed to run the service, listed on our [subprocessors page](#).

What we must keep

We cannot delete everything on request. A short list of records is kept because Singapore law requires it, or because we need it to run the service safely and settle disputes. We keep only what serves that purpose, we limit who can open it, and we delete it when the period ends.

Record	How long	Why
Invoices, payment and tax records	5 years from the end of the financial year	Required of a Singapore company by the Companies Act 1967 section 199, the Income Tax Act 1947 section 67, and the Goods and Services Tax Act 1993 section 46.
Call detail records: numbers, timestamps, duration, status. Not recording audio	12 months	Needed to bill accurately, settle billing disputes, answer carrier queries, and investigate misuse of the service.
Fraud, abuse, and security logs	12 months	Detecting and investigating toll fraud, spam, and account takeover.
Record of your deletion request	3 years	Proof that the request was received, verified, and completed.

Records Calilio keeps after a deletion request, how long, and why.

Questions and answers

Do I need a Calilio account to request deletion?

No. Anyone can email privacy@calilio.com. You do not need an account, a paid plan, or a login. If you are the end customer of a business that uses Calilio, tell us the name of that business.

How long does Calilio take to delete my data?

We acknowledge your request within 5 business days, and account deletion is initiated 30 days after we receive your request. We reply in writing within one calendar month of receiving the request.

Is there a delete button in the Calilio app?

There is no delete-account button. You can delete individual items yourself, such as contacts, messages, and call recordings. The only account-level in-app action is Settings, then Subscription, then Cancel subscription. To have your account data deleted before your billing cycle ends, email privacy@calilio.com.

What happens to my data if I cancel my subscription?

Your plan runs to the end of the current billing cycle, so cancellation takes effect on the next billing date. Once the account terminates, all stored user data is deleted automatically. Save a copy of anything you want to keep before you cancel.

Can I delete only part of my data?

Yes. You can delete individual items yourself inside the Calilio app, such as contacts, messages, and call recordings. For anything you cannot remove yourself, say in your email which data you want removed, for example one phone number, one conversation, or your call recordings.

Does deleting data from Calilio remove the message from WhatsApp?

No. Calilio can only delete what is in Calilio systems. Copies on your own device, copies held by the business you messaged, and anything held by Meta are outside our control. Meta documents a maximum retention period of 30 days for messages sent through the WhatsApp Cloud API.

What does Calilio keep after deletion?

Invoices and tax records for 5 years from the end of the financial year, call detail records and security logs for 12 months, and a record of the request itself for 3 years.

Is there a fee?

No. Calilio does not charge for a deletion request.

Contact and escalation

EMAIL

privacy@calilio.com

Privacy and deletion requests.

REGISTERED OFFICE

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If you are not satisfied with how we handled your request, contact us first at privacy@calilio.com. If that does not resolve it, our competent supervisory authority is the Personal Data Protection Commission of Singapore, named in our Data Processing Agreement, and you can raise a complaint at **pdpc.gov.sg**. If you are in the EEA or the UK, you can complain to your local data protection authority instead.