

Account Deletion

VUVO · a product of SHO DIY INC. · Last updated: July 2026

You can delete your VUVO account and associated personal data at any time.

In the app (fastest)

Go to **Profile** → **Legal & Account** → **Delete Account**. Confirm the deletion, and your account will be scheduled for removal.

By email

Send a deletion request from the email address or phone number linked to your account to **info@vuvo.app** with the subject "Account Deletion". Our support team will verify your identity and process the request.

What we delete

Your profile (name, phone number, email address, date of birth), saved addresses, and app activity data.

What we may retain

Records of completed transport orders, payment records, and inspection reports (Bills of Lading) may be retained where required for legal, tax, accounting, or dispute-resolution purposes, as permitted by law.

Timing

Deletion is completed within 14 calendar days of a verified request. Once deleted, your data cannot be recovered.