

# User Account Deletion Policy

---

**Overview**

User accounts will not be deleted from the registration system, instead they are de-activated.

---

**Policy Statement**

We don't delete users from the registration system, instead they are de-activated. Once a user has been de-activated, we can re-activate their account providing they have their user information.

If the user has problems logging in, the problem should be resolved. Since most problems are browser related or end-user related, deleting information won't fix the problem.

Our system is effectively a CRM system; once you're a customer you cannot be removed. You can't remove your information from our system, anymore than you could remove your information from an retailer's CRM system. This concept will become even more important as we integrate our system with SAP. Synchronization of data between the systems is imperative.

---

*Document created on 2/15/2005*