B. [WB-8] Account deletion

Created: 07/Mar/24 12:43 PM - Updated: 16/Apr/24 3:56 PM

Status:	QA
Project:	WiseBooking: QA Initiative for booking.com
Component/s:	None
Fix Version/s:	None

Type:	Story	**Priority:**	High
Reporter:	George-Marian Lupu	**Assignee:**	Unassigned
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Original Estimate:	Not Specified		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		

Agile	
Sprint:	BW Sprint 1

Description

As a user of Booking.com, I want a streamlined process to delete my account, ensuring that all my data and preferences are permanently removed from the platform.

The account deletion process will follow these steps:

1. *Navigate to the main page of "Account settings."*
2. *Access the "Security" section.*
3. *Choose the "Delete account" function from the main list of features.*
4. *Select the option "I want to remove all my data."*
5. *Confirm the deletion by clicking on the "Delete my account" button.*
6. *Receive an email titled "Request to close your account."*
7. *Confirm the deletion by selecting "Delete my account" in the received email.*

Step #1 - "Account settings" main page contains the following sections:

- Personal details
  Update your info and find out how it's used.
  Manage personal details
  -> Upon clicking, the user is redirected to the "Personal details" account main page

- Security
  Change your security settings, set up secure authentication, or delete your account.
  Manage account security
  -> Upon clicking, the user is redirected to the "Security" account main page

- Privacy
  Exercise your privacy rights and control how your data is used.
  Manage privacy
  → Upon clicking, the user is redirected to the "Privacy" account main page

- Other travelers
  Add or edit info about the people you're traveling with.
  Manage travelers
  -> Upon clicking, the user is redirected to the "Other travelers" account main page

- Preferences
Change your language, currency, and accessibility requirements.
Manage preferences
-> Upon clicking, the user is redirected to the "Preferences" account main page

- Payment details
Securely add or remove payment methods to make it easier when you book.
Manage payment details
-> Upon clicking, the user is redirected to the "Payment details" account main page

- Email notification
Decide what you want to be notified about and unsubscribe from what you don't.
Manage notifications
-> Upon clicking, the user is redirected to the "Email notification" account main page

Step #2 - "Security" main page contains the following sections:

- Password Reset your password regularly to keep your account secure Reset

- Two-factor Increase your account's security by setting up two-factor authentication Set up
authentication

- Active sessions Selecting "Sign out" will sign you out from all devices Sign out
except this one. This can take up to 10 minutes.

- Delete account Permanently delete your Booking.com account Delete account

Step #3 - By selecting "Delete account" button, there will be displayed 3 options:

- I get too many emails from Booking.com
If you want to keep your account benefits without any marketing emails, you can unsubscribe instead.

- I want to use a different email address for my account
There's a faster way! Change it below or update it in the "Personal details" section of your account settings.

- I want to remove all my data
When your Booking.com account is deleted, you'll no longer have access to your account data, past reservation data, favorite accommodations lists, or Genius status. For more info about exercising your data subject rights, see our Privacy Statement for Customers.

Step #4 - By selecting "I want to remove all my data" option, there will be available the following:

- Text box option
Do you have any feedback you'd like to share before you go? We'll use it to fix problems and improve our services.

- Delete account button

Step #5 - Confirm the deletion by clicking on the "Delete my account" button

- Delete account button
-> By selecting this button, a confirmation email will be send to the associated booking account.
*We received your request. Check your inbox for **[ASSOCIATED EMAIL]** to finish deleting your account.*

Step #6 - *Receive an email titled "Request to close your account."*

Is this goodbye?

We've received a request to delete the account associated with this email address:
[ASSOCIATED EMAIL]

Click the button below to complete the process.

Your Booking.com account will be permanently removed.

Delete account

Can't see the button? Try this link: *[GENERATED LINKED ASSOCIATED TO THE REQUEST]*
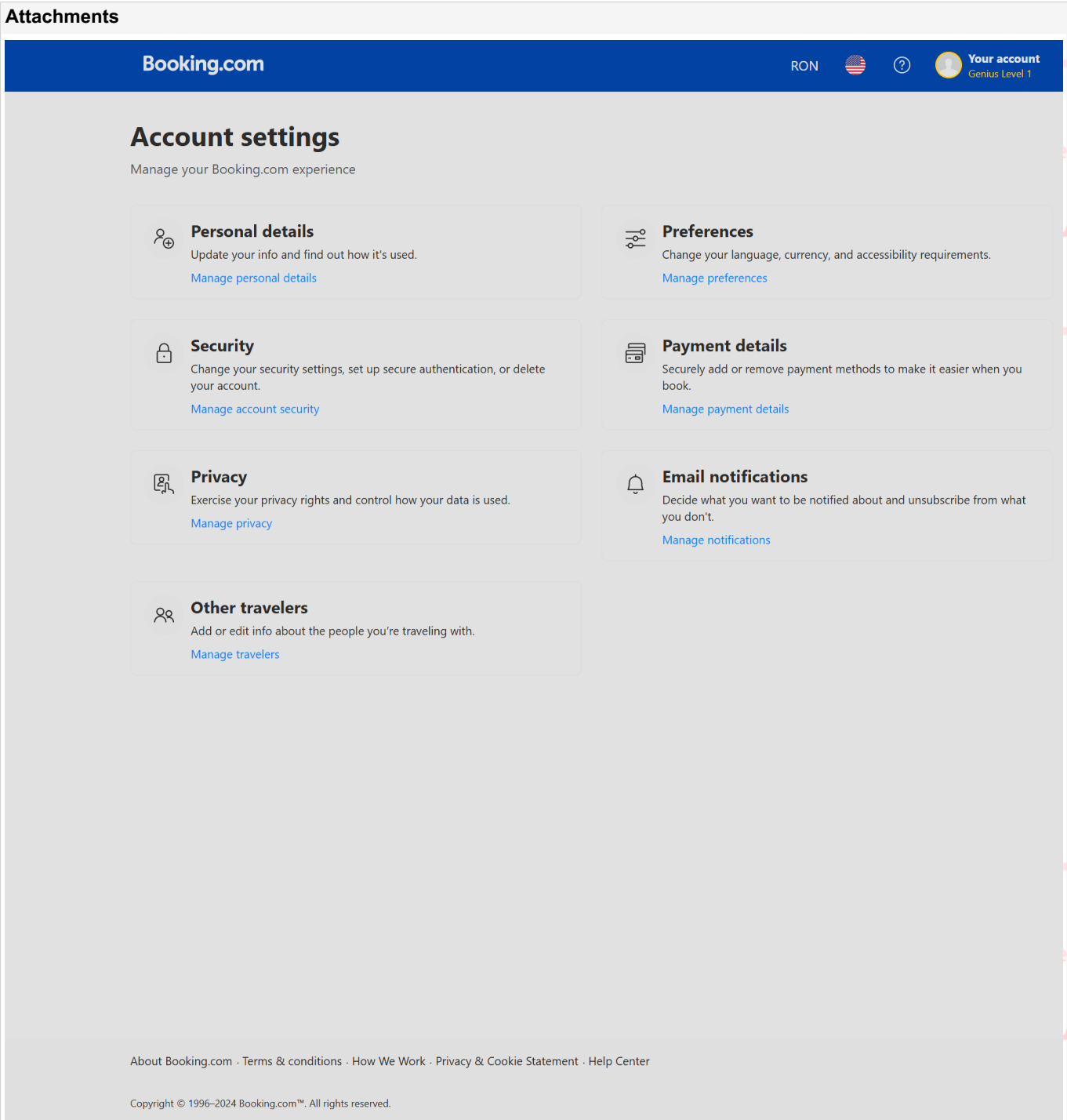
To keep your account, just ignore this email.

Step #7 - Confirm the deletion by selecting "Delete my account" in the received email

→ After clicking on the "Delete account" link in the received email, the user will be redirected to a page where a confirmation message will be prominently displayed at the center, stating: *"Your account has been successfully removed."*
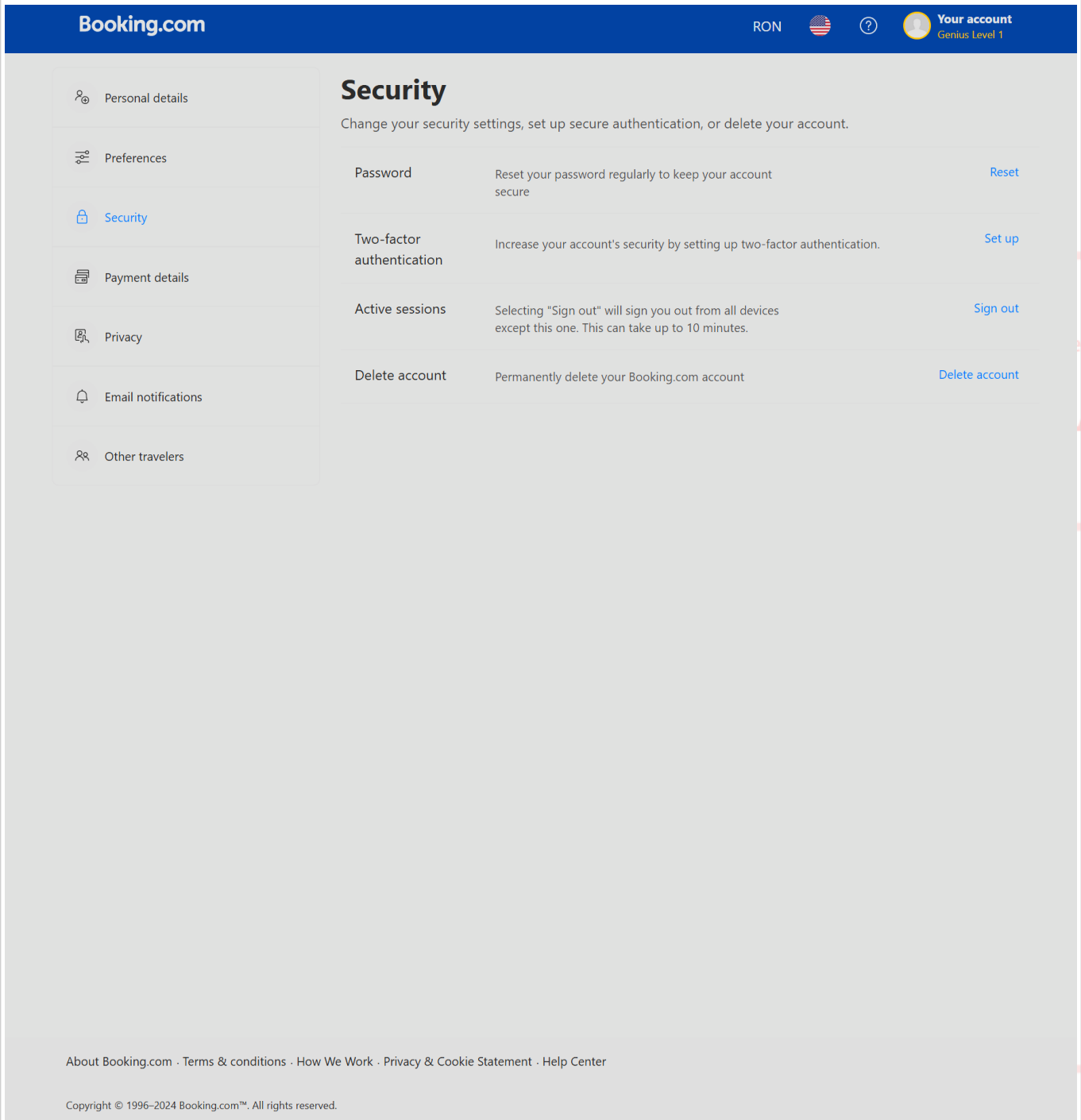
Acceptance criterias:

- **Accessing Account Settings:**
  - The user should be able to easily navigate to the "Account settings" page.
  - Upon accessing the "Account settings," all relevant sections should be clearly visible and accessible.

- **Deleting Account:**
  - In the "Security" section, the user should locate the "Delete account" function easily.
  - Upon selecting "Delete account," the user should be presented with three distinct options:
    - "I get too many emails from Booking.com: The largest selection of hotels, homes, and vacation rentals "
    - "I want to use a different email address for my account"
    - "I want to remove all my data"
  - If the user selects "I want to remove all my data," a text box for feedback and a "Delete account" button should be available.
  - Clicking on the "Delete account" button should prompt a confirmation email to the associated email address.

- **Confirming Account Deletion via Email:**
  - Upon receiving the confirmation email titled "Request to close your account," the user should be able to easily locate the "Delete my account" option.
  - Clicking on "Delete my account" should initiate the deletion process.

- **Confirmation of Account Deletion:**
  - After clicking on the "Delete account" link in the received email, the user should be redirected to a confirmation page.
  - The confirmation page should display a prominent message stating "Your account has been successfully removed."

- **Data Removal:**
  - Upon account deletion, all personal data, preferences, past reservation data, favorite accommodations lists, and Genius status associated with the user's account should be permanently removed from the platform.
  - The platform should adhere to privacy regulations regarding the permanent removal of user data.

- **Feedback Option:**
  - If the user selects "I want to remove all my data," the platform should provide a text box option for users to provide feedback before account deletion.

- **Email Confirmation Accuracy:**
  - The email confirmation should accurately reflect the action taken by the user, mentioning the deletion of the associated Booking.com: The largest selection of hotels, homes, and vacation rentals account.

- **Functional Links in Email:**
  - The email should contain functional links/buttons allowing users to confirm their account deletion without encountering any errors.
  - If the primary button is not visible, users should be provided with an alternative link to complete the deletion process.

- **Error Handling:**
  - The system should handle errors gracefully and provide clear instructions in case of any issues during the deletion process, ensuring a smooth user experience

Design:

- Mockups attached for further reference

Attachments

[STEP 1] Account settings main page.png (181 kB)

Booking.com   RON   🔵   ⊘   👤 **Your account**
                                                                 Genius Level 1

Personal details	# Security
Preferences	Change your security settings, set up secure authentication, or delete your account.
🔒 Security	
Payment details	
Privacy	
Email notifications	
Other travelers	

Security

Change your security settings, set up secure authentication, or delete your account.

Password	Reset your password regularly to keep your account secure	Reset
Two-factor authentication	Increase your account's security by setting up two-factor authentication.	Set up
Active sessions	Selecting "Sign out" will sign you out from all devices except this one. This can take up to 10 minutes.	Sign out
Delete account	Permanently delete your Booking.com account	Delete account

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[STEP 2] Security main page.png (156 kB)

except this one. This can take up to 10 minutes.

Delete account

Why do you want to delete your account?   Cancel

○ I get too many emails from Booking.com
If you want to keep your account benefits without any marketing emails, you can
unsubscribe instead.

○ I want to use a different email address for my account
There's a faster way! Change it below or update it in the "Personal details" section of
your account settings.

○ I want to remove all my data
When your Booking.com account is deleted, you'll no longer have access to your
account data, past reservation data, favorite accommodations lists, or Genius
status.For more info about exercising your data subject rights, see our Privacy
Statement for Customers.

Delete account

[STEP 3] Choosing Delete account function.png (70 kB)

● I want to remove all my data
When your Booking.com account is deleted, you'll no longer have access to your
account data, past reservation data, favorite accommodations lists, or Genius
status.For more info about exercising your data subject rights, see our Privacy
Statement for Customers.

Do you have any feedback you'd like to share before you go? We'll use it to
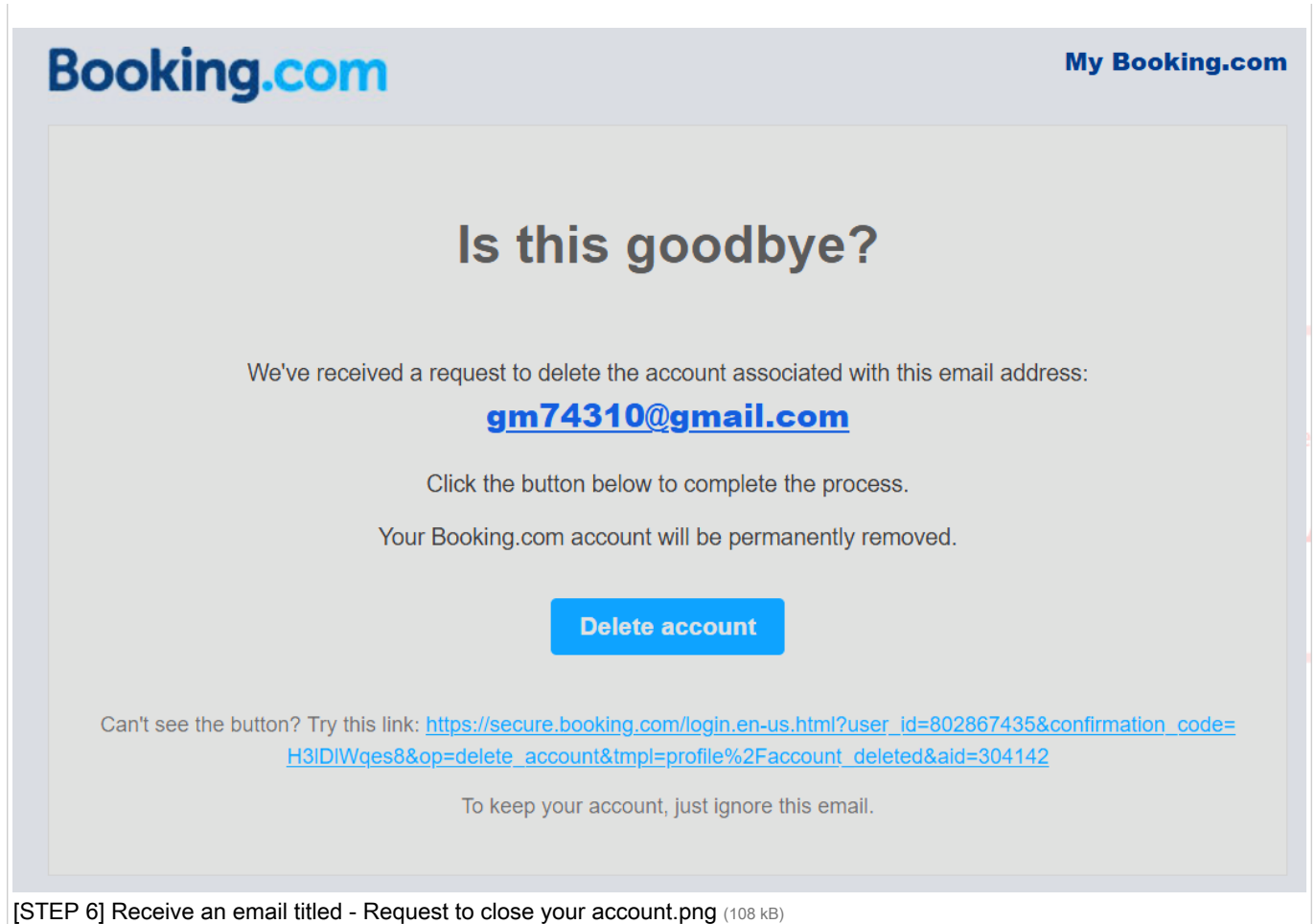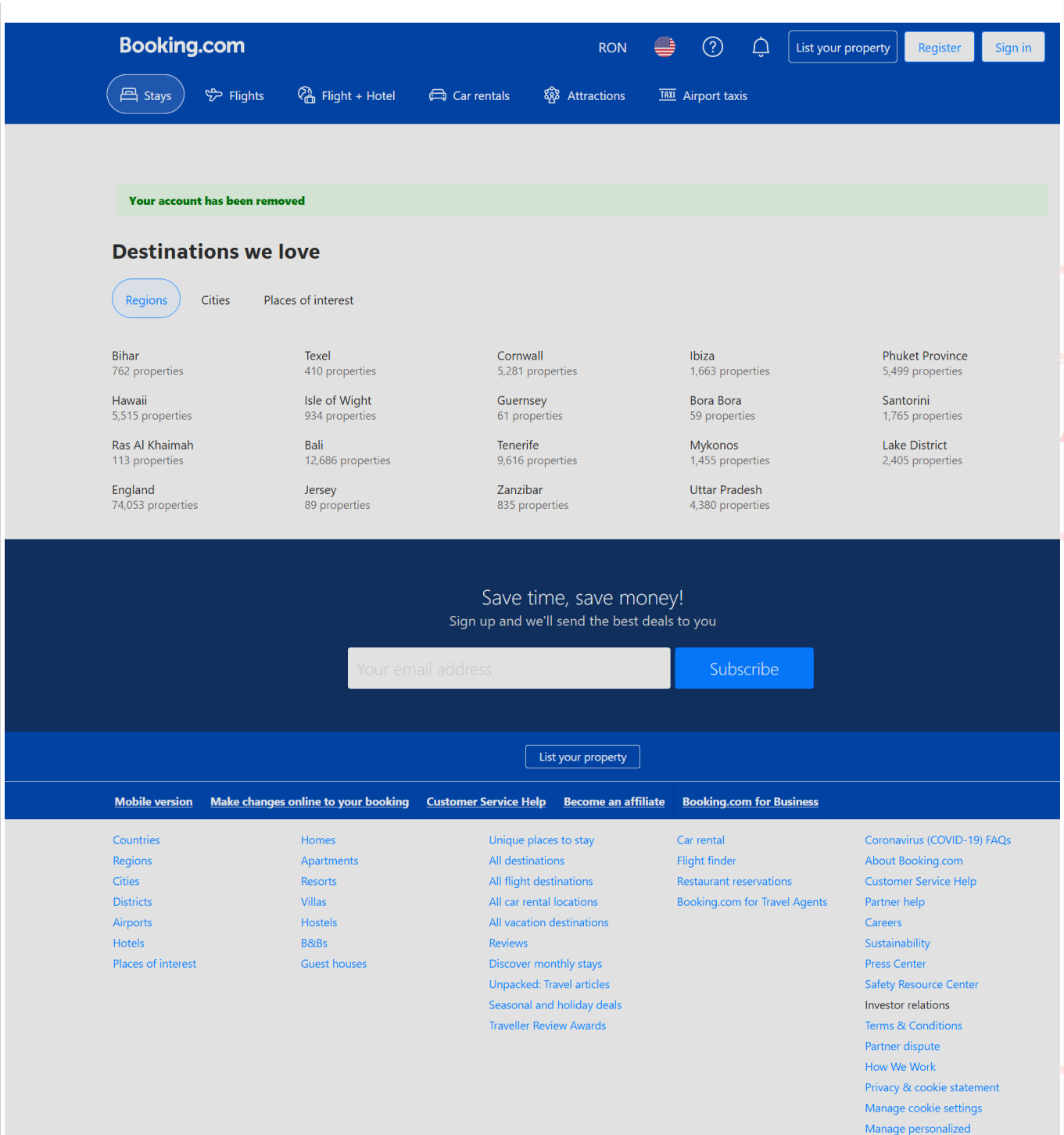fix problems and improve our services.

Delete account

[STEP 4] Selecting the option - I want to remove all my data..png (43 kB)

Delete account   We received your request. Check your inbox for ▮▮▮▮▮▮▮▮▮ to
finish deleting your account.

[STEP 5] Confirm the deletion by clicking on the - Delete my account button..png (17 kB)

Booking.com   **My Booking.com**

Is this goodbye?

We've received a request to delete the account associated with this email address:

gm74310@gmail.com

Click the button below to complete the process.

Your Booking.com account will be permanently removed.

Delete account

Can't see the button? Try this link: https://secure.booking.com/login.en-us.html?user_id=802867435&confirmation_code=H3lDlWqes8&op=delete_account&tmpl=profile%2Faccount_deleted&aid=304142

To keep your account, just ignore this email.

[STEP 6] Receive an email titled - Request to close your account.png (108 kB)

[STEP 7] - Confirm the deletion by selecting - Delete my account in the received email..png (266 kB)

Links			
Relates			
relates to	**WB-88**	[Account deletion feature] Test Set	QA
relates to	**WB-186**	[Account deletion] Test Execution	QA