

In case you would like to delete your account, you would have to follow these steps:

1. Open the application
2. Navigate to the "Profile" tab
3. Choose the option "Contact us"
4. State your wish to delete your account to our Customer Support Representative

Once you finish the steps above, your profile will be deleted. This includes the deletion of username, phone number, and e-mail address. This data cannot be recovered.

Your personal data, processed by Paynetics AD in connection with and for the purposes of payment transactions, transfers and use of our payment services, available through the phyre application, are not deleted due to our legal obligation to keep this data for a period of 5 years in accordance with the Payment Services and Payment Instruments Act, as well as data and information about you collected and processed by Paynetics AD on the basis of the Anti Money Laundering Act, which obliges Paynetics AD, as an electronic money institution, to keep customer data and documents related to transactions and operations for the specified 5-year period, as well as documents related to the establishment and maintenance of commercial and professional relationships.