**Topic:** Critique an App through Design Thinking Process  
**Chosen App:** Gmail.com

**What is Good?**

* Data is saved and secure.
* Backup system works automatically when linked with other apps.

**What is Bad?**

* Accidentally deleted emails cannot be recovered.
* Mistaken emails cannot be fully deleted if the recipient has already received them.

**Improvements Suggested**

* Add a “Recover” button.
* Add a “Delete from both sides” option.