* [Frequently Asked Questions](http://docs.google.com/html/faq.html)
* [Login History and Account Information](http://docs.google.com/html/account.html)
* [Snap History Metadata](http://docs.google.com/html/snap_history.html)
* [Chat History Metadata](http://docs.google.com/html/chat_history.html)
* [My AI](http://docs.google.com/html/snapchat_ai.html)
* [Shared Story & Spotlight Content](http://docs.google.com/html/shared_story.html)
* [User Profile](http://docs.google.com/html/user_profile.html)
* [Public Profiles](http://docs.google.com/html/snap_pro.html)
* [Friends](http://docs.google.com/html/friends.html)
* [Statistics & Ranking](http://docs.google.com/html/ranking.html)
* [Story History](http://docs.google.com/html/story_history.html)
* [Account History](http://docs.google.com/html/account_history.html)
* [Location](http://docs.google.com/html/location_history.html)
* [Terms History](http://docs.google.com/html/terms_history.html)
* [Subscriptions](http://docs.google.com/html/subscriptions.html)
* [Bitmoji](http://docs.google.com/html/bitmoji.html)
* [In-app Surveys](http://docs.google.com/html/in_app_surveys.html)
* [Talk History](http://docs.google.com/html/talk_history.html)
* [Ads Manager](http://docs.google.com/html/snap_ads.html)
* [Memories](http://docs.google.com/html/memories_history.html)
* [Email Campaign History](http://docs.google.com/html/email_campaign_history.html)

Frequently Asked Questions

### What information is available in "Download My Data"?

In this file, you will find your login history, Snap history, Chat history, content shared with My AI, Friends, Spotlight content, purchase history, user profile, location history, and other information. You can browse the different sections by clicking the links on the left. We’ve provided some information to help you understand the data in this file, but [contact us](https://help.snapchat.com/hc/?utm_source=dmd&utm_medium=info&utm_campaign=faq) if you have any questions.

### What if I think some information is missing?

We try to make sure your newest information is in Download My Data, but sometimes there’s a delay before we can include it. If you think some information — like recent Chat or Snap history — is missing, try downloading your data again in a day or two. If you still don’t see it, [contact us](https://help.snapchat.com/hc/requests/new?utm_source=dmd&utm_medium=missing&utm_campaign=faq)!

### What other information can I access?

Your key account information is available in the Snapchat app, including your name, username, birthday, mobile number, email, Snapchatters you've blocked, Memories, Bitmoji, Snapcode, your orders (like custom Filters and Lenses), information about Spectacles, and Shazam history.

In addition to this information, Snap also retains logs of activities on our services, like when you click on an ad, view a Story, or send a Snap. These logs record specific actions and don't contain the content of your Snaps or Chats. We use these logs to understand how our services are being used so we can provide and improve our apps, report aggregate metrics (like "daily active users"), and improve the security of our services.

Typically, logs are retained for 180 days but, in some cases, we may need to retain these logs for much longer. For example, we may need to store some logs for the lifetime of your account.

We provide counts of the most important activity logs in Download My Data, like the number of times you’ve opened Snapchat and the number of Filters you’ve used. The actual logs are stored pseudonymously and we are unable to associate them with individual Snapchatters without significant burden. If you have questions about these logs, [contact us](https://help.snapchat.com/hc/requests/new?utm_source=dmd&utm_medium=oth&utm_campaign=faq).

### How can I control my information?

Download My Data lets you see the type of information we store, but we also want you to feel in control when it comes to how we collect and process your data. To help, we provide [a number of options](https://www.snap.com/privacy/privacy-policy#control-over-your-information) right in our apps!

### How is my information shared?

When we share information, it’s usually because you ask us to — like when you want to add a Snap to Our Story or send a Chat to a friend — or because we need to share your information to provide our services or comply with the law. You can [learn more](https://www.snap.com/privacy/privacy-policy#how-we-share-information) in our Privacy Policy.

### What categories and/or specific pieces of personal information has Snap collected about me?

You can review our [Privacy Policy](https://www.snap.com/en-US/privacy/privacy-policy/) and [U.S. State Privacy Notice](https://snap.com/en-US/privacy/us-state-privacy-notice) to better understand the information we collect. Download your data for the specifics!

### I have another privacy question.

We’d love to provide an answer! Go [here](https://help.snapchat.com/hc/articles/7012357237396?utm_source=dmd&utm_medium=pq&utm_campaign=faq) for more privacy FAQs, or [here](https://help.snapchat.com/hc/requests/new?start=5749439348080640&utm_source=dmd&utm_medium=pq&utm_campaign=faq) to ask us directly.