# Title: Customer details deletion

**Record** - Forget option (Lead/Contact/Sales Account/Deal) available in product to hard delete

       In haystack, Search with "**ForgetEntity <LEAD\_ID>**" you can see the delete query. You can find the LEAD\_ID from the URL https://sample.freshsales.io/leads/<LEAD\_ID>

**Account -**

1. **Suspended** - Trial/Paid - Till now **we are not deleting the data.** Should do it after 6 months after informed to the customer
2. **Cancel** - Trial/Free/Paid - We give 21 days win back period to CSM team. During this time we keep account in active state, post that we move to cancel state. We delete the data after 15 days from cancel state i.e., 21 days + 15 days

      In haystack,

      Search with "path=/delete\_customers" you can see ACCOUNT\_ID

      Search with "**CleanupAccountData perform\_account\_data\_deletion <ACCOUNT\_ID>**" you can see the JOB\_ID something similar to JID-51ec6bdc8d5d350c99c79ed0

      Search with <JOB\_ID> you can see the trace for all delete (MySQL, Elastic search, Redshift and all downstreams)