

User Data Deletion Instructions

Last updated: August 3, 2026

Atar allows individuals and connected businesses to request the deletion of personal information processed through:

- the Atar website;
- contact forms;
- WhatsApp communications;
- Instagram and Facebook messages;
- Meta API integrations;
- Atar-operated automated messaging systems;
- related n8n workflows and business dashboards.

This page explains how to submit a deletion request.

1. Contact Atar

You may request deletion by email or by phone/WhatsApp.

Email

atarstudio.contact@gmail.com

Suggested subject:

User Data Deletion Request

Phone or WhatsApp

+972 55-951-0747

Send a message clearly stating that you want Atar to delete your personal information.

2. Information to Include

To help us identify the correct information, include as many of the following details as reasonably possible:

- your full name;
- your email address;
- your telephone number;
- your Instagram or Facebook username;
- the name of the business account you contacted;

- the approximate date of the conversation;
- the communication channel used;
- a clear statement requesting deletion.

Example:

I request deletion of my personal information and conversation data processed through the Atar Instagram integration. My Instagram username is [USERNAME], and I contacted [BUSINESS NAME] around [DATE].

Do not send:

- your password;
- access tokens;
- two-factor authentication codes;
- verification codes;
- payment-card information.

3. Identity Verification

Before deleting information, Atar may request reasonable evidence to confirm that:

- you are the person connected to the relevant information;
- you are authorised to act for the connected business;
- the request concerns an account or conversation that can be identified.

Verification helps prevent another person from deleting your information without permission.

We will not ask you to provide your password or authentication codes.

4. Information Covered by a Deletion Request

Depending on the systems involved and the information available, a valid deletion request may cover:

- contact-form submissions;
- names and contact information;
- Instagram, Facebook, or WhatsApp identifiers;
- message content;
- conversation history;
- message attachments;
- voice messages;
- images and files;
- lead classifications;
- lead scores;
- order-intent classifications;
- conversation summaries;
- business-dashboard records;

- stored AI conversation context;
- information stored through an n8n workflow;
- relevant technical records associated with the conversation;
- stored Meta or Instagram access credentials associated with a disconnected business account.

5. How We Process the Request

After receiving and verifying a valid request, Atar will identify relevant personal information in systems under its control.

Where applicable, Atar will delete or anonymise the relevant information from active systems, which may include:

- the main application database;
- conversation tables;
- customer profiles;
- lead records;
- business dashboards;
- stored message attachments;
- AI memory or conversation context;
- n8n workflow execution data controlled by Atar;
- application logs where the relevant information can reasonably be identified;
- active integration credentials.

Where Atar processes information on behalf of another business, Atar may coordinate with that business before completing the deletion.

6. Information That May Be Retained

Atar may retain limited information where continued retention is reasonably necessary or legally required for:

- compliance with law;
- tax or accounting obligations;
- fraud prevention;
- information security;
- investigating misuse;
- resolving disputes;
- enforcing contracts;
- establishing, exercising, or defending legal claims;
- documenting that a deletion request was completed.

Where possible, retained information will be limited to what is necessary for the relevant purpose.

Information remaining temporarily in restricted backup systems may be removed according to the applicable backup-retention cycle, provided it is not restored for ordinary operational use.

7. Instagram, Facebook, and Meta Data

You may use this process to request deletion of information received through an Atar-operated Instagram, Facebook, or Meta integration.

This may include:

- Instagram or Facebook user IDs;
- usernames and display names;
- messages;
- conversation identifiers;
- timestamps;
- message attachments;
- comments or replies processed by an enabled feature;
- information associated with an Instagram professional account or Facebook Page.

To request deletion, contact:

Email: atarstudio.contact@gmail.com

Phone/WhatsApp: +972 55-951-0747

Include your Instagram or Facebook username and the name of the business account you contacted.

8. Disconnecting the Atar Integration

A business that authorised the Atar application may also revoke or remove the integration through its Meta, Facebook, Instagram, or business-integration settings.

Disconnecting the integration should prevent future access through the revoked permissions.

However, disconnecting the integration may not automatically delete information previously stored in Atar-controlled systems.

To request deletion of previously stored information, the business must also contact Atar by email or WhatsApp.

9. Requests Submitted to a Connected Business

When Atar processes messages on behalf of another business, you may submit the deletion request directly to that business.

The connected business may then instruct Atar to delete the relevant information.

The connected business may be primarily responsible for deciding how customer information is processed, while Atar may act as its service provider.

10. Completion and Confirmation

Atar will review valid deletion requests without undue delay.

After processing the request, we may confirm:

- that the information was deleted;
- that the information was anonymised;
- that no matching information was found;
- that additional verification is required;
- that limited information must be retained;
- the reason for any required retention.

The time required to complete a request may depend on:

- the amount of information involved;
- the systems in which the information is stored;
- whether another connected business must be contacted;
- whether identity verification is required;
- applicable legal obligations.

11. Revoking Consent or Access

A deletion request is separate from revoking access.

Revoking access generally stops future collection through the integration.

A deletion request concerns information that has already been received or stored.

For the most complete removal, a connected business should:

1. remove or revoke the Atar integration in its Meta settings;
2. contact Atar and request deletion of previously stored data.

12. Contact Information

For all access, correction, or deletion requests, contact:

Atar

Legal names: David Usenko

Email: atarstudio.contact@gmail.com

Phone/WhatsApp: +972 55-951-0747

Country: Israel