

Account Deletion Request

Effective date: 22 May 2026

Application: WordWildWest

Provider: BAD DUCK STUDIO, LDA

Contact: contact@badduckstudio.com

1. Purpose

This page lets WordWildWest users request deletion of their app account and associated personal data. It is intended to support users who cannot access the in-app Delete Account option, have uninstalled the app or need a web-based deletion request path.

2. How to request deletion

Email us at contact@badduckstudio.com with the subject line "WordWildWest Account Deletion Request", or use the **Support Request** page and select "Account deletion". Include:

- your country or region;
- the platform used, such as Android/Google Play or iOS/App Store;
- your PlayFab ID, display name, Google Play Games ID, Apple login email relay or other account identifier if available;
- proof that reasonably allows us to verify that the account belongs to you.

Do not send passwords, payment card details or unnecessary sensitive information.

3. What may be deleted

Account deletion may delete or anonymise the WordWildWest account and associated account data, including PlayFab account data, cloud saves, display name, profile icon, leaderboards, scores, player statistics, inventory, virtual currency, gameplay progress and account links where technically possible.

4. What may be retained

Some records may be retained where required or permitted by law, platform rules or legitimate security needs. This may include purchase receipts, refund records, tax/accounting records, fraud prevention records, security logs, consent records, support correspondence and records needed to resolve disputes or enforce rights.

5. Purchases and Remove Ads

Deleting an account may affect cloud saves, progress, leaderboard entries, inventory and account-based entitlements. App-store purchase history, refunds and billing are controlled by Google Play or Apple App Store. Some purchase records may need to be retained for legal, accounting, fraud prevention or store compliance reasons.

6. Timing

We aim to respond within a reasonable period and may ask for additional verification before completing deletion. Where local law provides a specific response period, we will handle the request according to that law, subject to verification and any lawful retention exceptions.

7. Related documents

More information is available in the **Privacy Policy**, **Privacy Choices and Consent Controls** and **Partners and SDKs Notice**.