

Delete Your CarbonEx Account

Request Permanent Account Deletion

At CarbonEx, we respect your right to control your personal information.

If you no longer wish to use the CarbonEx platform, you can request the permanent deletion of your CarbonEx account and associated personal data by completing the form below.

This process applies to users of the **CarbonEx User App**, including customers and households, as well as users of the **CarbonEx Vendor App**, including vendors and other authorised service providers.

Before submitting your request, please read the information below carefully.

Important: Account Deletion Is Permanent

Account deletion is irreversible once completed.

When your deletion request has been reviewed and approved, your CarbonEx account will be permanently deactivated and the personal information associated with the account that CarbonEx is permitted to delete will be removed or securely anonymised.

You will no longer be able to access your deleted account or use account-based CarbonEx services associated with that account.

You should not submit this request if you only intend to temporarily stop using CarbonEx.

If you later wish to use CarbonEx again, you may need to create a new account and complete the applicable registration or verification process.

Please make sure you have:

- completed any pending transactions;
- resolved outstanding orders or deliveries;
- withdrawn or settled any eligible vendor balances;
- saved any information you are legally entitled to retain;
- resolved any outstanding customer-support matters; and
- secured any external digital-wallet assets associated with your account.

CarbonEx cannot guarantee recovery of information, account history, rewards or other account-related information after deletion has been completed.

What Happens When You Request Deletion?

Submitting this form **does not immediately delete your account**.

Your request is first received by the CarbonEx administration and data-protection team.

The process is as follows:

1. You submit the request

You provide your registered email address, account category and reason for requesting deletion.

2. CarbonEx verifies the request

Our authorised administrator may verify that the request is genuinely associated with the account holder before processing the deletion.

This verification step helps protect users against fraudulent or unauthorised deletion requests.

3. Your account is reviewed

CarbonEx may review the account for:

- pending transactions;
- outstanding payments;
- active energy orders;
- vendor settlements;
- unresolved disputes;
- regulatory obligations;
- fraud or security investigations; and
- other circumstances that may legally require certain information to be retained.

4. Account deletion is processed

Once the request has been verified and any necessary review completed, the authorised CarbonEx administrator will process the account deletion.

5. Confirmation

You will receive confirmation when the deletion process has been completed.

Processing Time

Account deletion requests are processed within 72 hours of receiving and successfully verifying the request.

The 72-hour period applies to the CarbonEx administrative processing of the deletion request.

Where certain information must legally or technically be retained, that information may not be immediately deleted. Such information will be retained only for the applicable lawful purpose and, where appropriate, securely restricted from ordinary operational use.

What Data May Be Deleted?

Depending on your account type and the services you have used, deletion may include personal information such as:

- name and profile information;
- email address;
- telephone number;
- account credentials;
- account preferences;
- customer or vendor profile information;
- saved addresses;
- certain location information;
- application-related information;
- customer-service information;
- certain energy-use information associated directly with your account;
- reward information;
- programme participation information; and
- other personal information that CarbonEx is legally permitted to delete.

The exact information deleted depends on the nature of your account and the services you have used.

Information That May Need to Be Retained

Deleting your account does **not necessarily mean that every record associated with your activity can be immediately erased.**

As explained in the CarbonEx Privacy Policy, certain information may need to be retained where required or permitted by law, regulation, contractual obligations, financial or accounting requirements, fraud prevention, dispute resolution, security investigations or other legitimate purposes.

Examples may include:

- financial transaction records;
- accounting and tax records;
- records required for regulatory compliance;
- information necessary to establish, exercise or defend legal claims;
- fraud-prevention or security records;
- contractual records; and
- other information that applicable law requires CarbonEx to retain.

Where such information is retained, CarbonEx will seek to limit its use to the purpose for which continued retention is necessary.

Blockchain and Token-Related Information

If you have used CarbonEx services involving blockchain networks, digital wallets, COX or other tokenised assets, additional considerations apply.

Blockchain transactions may be recorded on public or distributed ledgers.

Once information has been permanently recorded on a public blockchain, **CarbonEx may not be able to delete, modify or reverse that blockchain record.**

Your CarbonEx account deletion therefore does not guarantee removal of information already recorded on an external blockchain network.

Wallet addresses and blockchain transaction records may continue to exist independently of your CarbonEx account.

If you hold digital assets in an external or non-custodial wallet, deleting your CarbonEx account does not delete or destroy those assets.

You are responsible for securing your external wallet and its private keys or recovery credentials.

CarbonEx will never ask you to provide your private key or wallet seed phrase as part of an account-deletion request.

Your Data Is Handled Securely

CarbonEx takes reasonable technical, organisational and administrative measures to protect personal data during the account-deletion process.

Your deletion request is accessible only to authorised personnel responsible for reviewing and processing account-deletion requests.

Information submitted through this form is used primarily to:

- identify your account;
- verify your deletion request;
- process the account deletion;
- communicate with you regarding the request; and
- maintain an appropriate record of the request and its processing.

CarbonEx does not sell your personal data as a commodity.

For additional information about how CarbonEx collects, uses, stores, shares and protects personal data, please review our **Privacy Policy**.

Before You Continue

Please understand the following before submitting your request:

I understand that requesting deletion of my CarbonEx account is a permanent action. Once my account has been deleted, the deletion cannot be reversed and I may lose access to my account, account history, rewards, services and other account-associated information. I understand that certain information

may be retained where required or permitted by law, and that blockchain records cannot necessarily be deleted or modified by CarbonEx.

If you are certain that you want to permanently delete your CarbonEx account, complete the form below.

Account Deletion Request

Registered Email Address

Enter the email address associated with your CarbonEx account.

[Email Address]

Account Type

[Select Account Type]

- Customer / Household
- Vendor
- Other

Why do you want to delete your account?

Please provide a brief reason for your request. This information helps CarbonEx understand user experience and improve its services.

[Tell us why you want to delete your account...]

Confirmation

☐ I understand that this account-deletion request is permanent and cannot be reversed once completed.

☐ I confirm that the information provided is accurate and that I am authorised to request deletion of this account.

[**SUBMIT ACCOUNT DELETION REQUEST**]

What Happens After You Submit?

After submission, your request will be securely transmitted to CarbonEx for administrative processing.

You may receive an acknowledgement at the email address provided.

An authorised CarbonEx administrator will review and process the request.

Expected processing time: within 72 hours after successful verification.

You will receive a confirmation when the deletion process has been completed or, where applicable, information explaining why certain data must continue to be retained.

Need Help Instead?

If you are experiencing a problem with your CarbonEx account, you may not need to delete it.

If your issue concerns:

- account access;
- payment problems;
- energy orders;
- LPG delivery;
- vendor settlement;
- rewards;
- wallet or token functionality;
- incorrect account information; or
- another technical problem,

please contact CarbonEx Support before submitting a permanent deletion request.

CarbonEx Support: carbonexafrica@gmail.com

Privacy Policy

For complete information about how CarbonEx collects, uses, stores, shares, protects and deletes personal data, please read the **CarbonEx Apps Privacy Policy**.

CarbonEx Agro Trading Nig. Ltd.

Making energy more accessible, measurable and affordable.