User Data Deletion Instructions

Teamex Retail Limited · Teamex Social Inbox (Facebook Messenger, Instagram and WhatsApp) · Website: https://teamex.in
Effective date: 31-10-2026 · Last updated: 31-10-2026

Teamex Retail Limited ("Teamex") uses the Teamex Social Inbox to answer messages you send us on Facebook Messenger, Instagram and WhatsApp. You can ask us to delete the data we hold about you at any time. This page explains what we hold, how to ask, and what happens next.

1. What data we hold from these channels

- Your public profile name and the ID that Meta gives us for you on that channel (for Messenger and Instagram, a page-scoped or app-scoped ID; for WhatsApp, your phone number).
- The messages, comments and attachments you send us, and our replies.
- Details you give us in the chat, such as an order number, email address or enquiry, and any support ticket or lead raised from the conversation.

We do not receive your Facebook or Instagram password, friends list or private posts.

2. How to request deletion

Option A - Email (fastest)
Send an email to **grofficer@teamex.in** (copy **support@teamex.in**) with the subject **"Data Deletion Request"** and include:

1. Your full name.
2. The channel(s) you used: Facebook Messenger, Instagram or WhatsApp.
3. Your Facebook or Instagram profile name or username, and/or the mobile number you used on WhatsApp.
4. The words "Please delete my data".

Option B - Message us
Send "DELETE MY DATA" to our Teamex page on Messenger or Instagram, or to our WhatsApp business number. A team member will ask you to confirm your request and will then follow the steps in Section 3.

Option C - Phone
Call Customer Care on +91 7069121213 (10:00 AM - 6:00 PM, working days) or the Grievance Officer on +91 8980004749 and ask for your data to be deleted.

3. What happens next

1. **Acknowledgement.** We reply within 3 working days with a reference number.

2. **Identity check.** To protect you from someone else asking to delete your data, or asking for it, we may verify that you own the account or number, for example with a one-time password sent to your registered mobile number.
3. **Deletion.** Within 30 days of verification we delete the data described in Section 1 from the Teamex Social Inbox and our systems, including your messages, attachments, profile name, channel ID and any support ticket or lead linked only to that conversation.
4. **Confirmation.** We email or message you to confirm that the deletion is complete, quoting your reference number.

4. Data we may have to keep

Where the law requires it, we keep certain records for the legally required period, then delete or anonymise them. Examples are invoices, order, payment and refund records, Direct Seller registration and payout records, and records needed to resolve a dispute or legal claim. We use that data only for those purposes. If we cannot delete something, we will tell you what and why in our confirmation.

5. Remove Teamex's access from Facebook or Instagram

You can also stop the Teamex app from receiving information from your Facebook or Instagram account:

1. **Facebook:** go to Settings & privacy > Settings > Apps and websites (or Business Integrations), select **Teamex Social Inbox**, then choose **Remove**.
2. **Instagram:** go to Settings and privacy > Website permissions > Apps and websites, select **Teamex Social Inbox**, then choose **Remove**.

Removing the app stops further data from being shared with us. To delete the messages we already hold, please also send a request using Section 2.

6. Check the status of your request

Email grofficer@teamex.in with your reference number and we will tell you the current status.

7. Contact

Grievance Officer, Teamex Retail Limited
421-424, Vishala Supreme, Opposite Torrent Power Station, Sardar Patel Ring Road, Nikol, Ahmedabad, Gujarat - 382350
Email: grofficer@teamex.in · Phone: +91 8980004749
Customer Care: support@teamex.in · +91 7069121213

See also our Privacy Policy:
https://teamex.in/assets/images/PdfMaster/17933536296ae4679d37804.pdf