

Surface3D Data Deletion Policy

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Owner: Surface3D Engineering & Operations

Contact: support@surface3d.ai

1. Purpose

This Data Deletion Policy defines how Surface3D (a product of Tetrahedron LLC) handles requests to delete customer and user data, the scope of data subject to deletion, the process for submitting and fulfilling requests, and applicable retention exceptions. This policy applies to all users and organizations using the Surface3D platform.

2. Scope

This policy covers all personal data and customer-generated content stored by Surface3D across its systems, including:

- User account and profile data
 - Organization data and membership records
 - Design projects, assets, and generated content
 - Uploaded files and images (logos, textures, reference images)
 - Credit and billing transaction records
 - Activity and audit logs
 - Authentication credentials
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3. Your Right to Deletion

3.1 Who Can Request Deletion

The following parties may submit a data deletion request:

Requestor	Scope of Deletion
Individual user	Their own personal account data, uploaded files, and design history
Organization owner or admin	All data associated with the organization, including all members' org-related data
Legal representative	Data on behalf of a user or organization with appropriate authorization

3.2 Applicable Rights

Data deletion rights are available to all Surface3D users and are specifically required under:

- **GDPR** (EU General Data Protection Regulation) -- Article 17 "Right to Erasure"
- **CCPA/CPRA** (California Consumer Privacy Act / California Privacy Rights Act)
- **UK GDPR** and other applicable national data protection laws

4. What Data Will Be Deleted

Upon a verified deletion request, Surface3D will delete the following data from production systems within **30 calendar days**:

4.1 User Data

Data Type	Storage Location	Deleted
User profile (name, email, preferences)	Supabase <code>users</code> table	Yes
Authentication record	Firebase Authentication	Yes
Organization membership records	Supabase <code>org_members</code> table	Yes
Activity and audit log entries	Supabase <code>activities</code> table	Yes
Credit transaction history	Supabase <code>credit_transactions</code> table	Yes*

*Financial transaction records required for tax/accounting compliance may be retained in anonymized or aggregated form per Section 6.

4.2 Design and Content Data

Data Type	Storage Location	Deleted
Design projects and metadata	Supabase <code>projects</code> table	Yes
Project assets and associated images	Supabase <code>project_assets</code> table	Yes
Generated texture files	Firestore Cloud Storage (<code>textures/{userId}/</code>)	Yes
Uploaded logo and reference images	Firestore Cloud Storage (<code>textures/{userId}/</code>)	Yes
3D model files	Firestore Cloud Storage (<code>models/{userId}/</code>)	Yes
Scene snapshots and previews	Firestore Cloud Storage (<code>snapshots/{userId}/</code>)	Yes
Editor state files	Firestore Cloud Storage (<code>editorStates/{userId}/</code>)	Yes

4.3 Organization Data (Owner/Admin Requests)

Data Type	Storage Location	Deleted
Organization profile and settings	Supabase <code>organizations</code> table	Yes
Organization logo	Firestore Cloud Storage (<code>org-logos/{orgId}/</code>)	Yes
Campaign briefs	Supabase <code>briefs</code> table	Yes
Fleet market data	Supabase <code>fleet_markets</code> table	Yes
All member data (per Section 4.1)	Multiple	Yes

5. Deletion Process

5.1 How to Submit a Request

Submit your data deletion request by email to:

support@surface3d.ai

Include the following in your request:

- Your name and the email address associated with your Surface3D account
- The organization name (if requesting organization-level deletion)
- The scope of deletion requested (account only, organization, specific data types)
- Any additional context to help us identify and locate your data

5.2 Identity Verification

To protect against unauthorized deletion requests, Surface3D will verify your identity before processing:

- **Individual users:** Verification via the email address associated with the account (we will send a confirmation link)
- **Organization owners/admins:** Verification via the admin email address on record
- **Legal representatives:** Copy of authorization documentation required

5.3 Request Fulfillment Timeline

Step	Timeline
Acknowledgment of request	Within 48 hours of receipt
Identity verification	Within 5 business days
Deletion from production systems	Within 30 calendar days of verified request
Deletion from backup systems	Within 90 calendar days (next backup rotation cycle)
Written confirmation of deletion	Upon completion

5.4 What Happens After Deletion

- Your account will be immediately deactivated upon initiation of the deletion process
- You will lose access to the Surface3D platform
- Designs and assets shared with or transferred to other organization members prior to deletion remain under the organization's control
- Published/shared design links will be deactivated

6. Data Retention Exceptions

The following categories of data may be retained after a deletion request for legitimate legal, financial, or compliance reasons:

Data Type	Retention Basis	Retention Period
Financial transaction records (payment amounts, invoice data)	Tax and accounting compliance (IRS, applicable law)	7 years
Fraud prevention records	Legitimate interest -- security	3 years
Data subject to active legal hold or regulatory order	Legal obligation	Duration of hold
Aggregated, anonymized usage analytics	Legitimate interest -- product improvement (no PII)	Indefinite

Retained data will be maintained in a minimal, access-restricted form and will not be used for any purpose other than the stated retention basis.

7. Third-Party Data Handling

7.1 AI Providers

Surface3D's AI providers (Google Gemini, OpenAI, Replicate, Recraft) do not retain customer inputs or outputs beyond the duration of each API call. No deletion action with AI providers is required or possible, as no customer data is stored by these providers.

7.2 Stripe (Payment Processor)

Payment records held by Stripe are governed by Stripe's own data retention policy and PCI-DSS requirements. Surface3D will process deletion of Stripe customer records where legally permissible, but certain transaction records may be retained by Stripe independently of Surface3D's deletion actions. Customers may contact Stripe directly at stripe.com/privacy for additional information.

7.3 Firebase / Google Cloud

Storage, authentication, and Firestore records are deleted as part of Surface3D's standard deletion process. Google Cloud's infrastructure-level logs may retain anonymized metadata per Google's data retention policies.

8. Account Deletion vs. Data Deletion

Action	What It Does
Account deletion (via app or request)	Deactivates login access; initiates the data deletion process described in this policy
Data deletion request (via this policy)	Permanently removes all personal data and content per Section 4
Organization deletion (admin action)	Removes the organization and all associated data; individual user accounts remain unless separately deleted

9. Data Portability

Before requesting deletion, users may request a copy of their data. Surface3D will provide an export of your personal data and design files in standard formats (JSON for metadata, original file formats for assets) within 30 days of a verified portability request.

To request a data export, contact support@surface3d.ai with the subject line "Data Export Request."

10. Policy Review and Updates

This policy is reviewed annually and updated as required by changes in applicable law or platform architecture. Material changes will be communicated to customers at least 30 days before taking effect.

11. Contact

For data deletion requests, data export requests, or questions about this policy:

Surface3D Privacy & Data

Email: support@surface3d.ai

This document is maintained by Surface3D Engineering & Operations and is subject to periodic review and updates.