



Permanently deleting an account

Tags: **ACG**

Need to permanently delete your account and data? We'll show you how.

Note: If you choose to permanently delete your account, your subscription will be canceled with no refund, and all of your account data, learning history, and profile information will be permanently deleted.

Important: If you need immediate assistance or have questions, please [contact our Support team](#) before you begin the deletion process.

If you subscribed to an ACG plan through Apple or Google on your device, you must first cancel your subscription via your Apple ID or Google Play account before permanently deleting your account with ACG.

Note: This step applies only to those who originally subscribed to ACG through Apple or Google Play on the ACG app. Those who subscribed through ACG, but use an app to access services, can skip this step.

Canceling a subscription purchased through Apple

On your Apple/iOS device:

1. Open the Settings app
2. Tap your name
3. Tap **Subscriptions**
4. Tap **A Cloud Guru subscription**
5. Tap **Cancel Subscription**

Canceling a subscription purchased through Google Play

On your Android device:

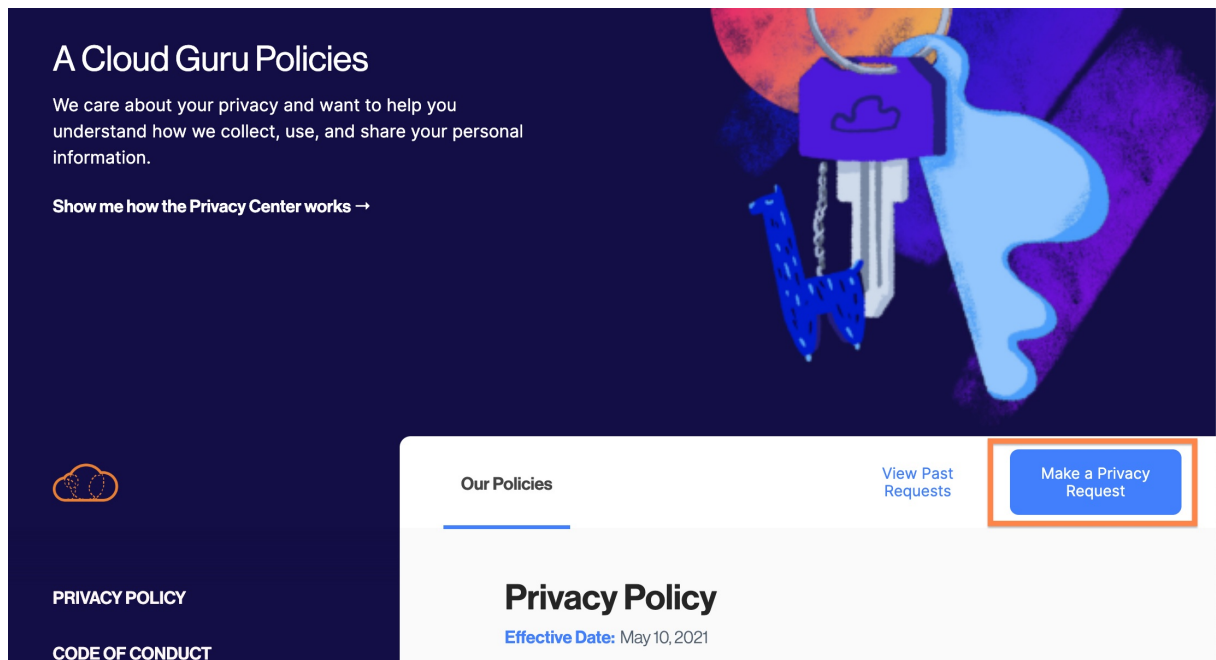
1. Open the **Google Play Store**.

2. Tap your **profile icon** in the upper-right corner.
3. Tap **Payments & subscriptions** in the menu.
4. Tap **Subscriptions**.
5. Tap the **ACG subscription**.

Important: You must cancel through the app before permanently deleting your account. If you don't, you'll continue to be charged for your subscription and will need to contact Apple or Google support to cancel.

Permanently deleting my account

1. Access the privacy center at: legal.acloudguru.com/policies (opens in new tab).
2. Click **Make a Privacy Request** on the right.



3. Click **Permanently delete all my personal data**.



You have the controls to manage your privacy

As part of our commitment to safeguarding your privacy, we give you control over your personal data. You can access your data, request that your data be deleted, and manage how it is used.

Already submitted a request? [Verify your identity](#) to check its status.

I would like to:



Permanently delete all my personal data.

Deleting data cannot be reversed. [Click here](#) for more information.

4. Enter the email address for the account you want to delete.



Please enter your email address so we can send you a link to verify your identity and begin processing your request.

Email Address

Send Email

5. You'll receive an email to confirm the account deletion. Open the email and click **Log In**.

Hi there,

You recently made an attempt to log into the A Cloud Guru privacy center. You can log in by clicking the link below.

Log In

Enjoy!

6. You'll be redirected to the Privacy Center to confirm your permanent account deletion. Read through the entirety of the notice. You'll need to acknowledge that you understand the terms by checking both statements at the bottom of the notice.

Important: If you confirm the request to permanently delete your account, all of your account data, learning history, and profile information will be permanently deleted. **This action cannot be reversed.**

7. When you're ready, click **Confirm Request**.

I understand that deleting my data means that my account will be deleted. I will no longer have access to my account or any corresponding subscription, and I am not entitled to any refund or credits in conjunction with the deletion of my account.

I understand that deleting my data is final and cannot be reversed.

Confirm Request

Your account is now scheduled for deletion! Once your account has been fully deleted, you'll receive an email confirmation.

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.
