

Hello! This is CS Eddie and it would be my pleasure to assist you today.

hello

I would like to have my account deleted completely

May I know the reason you want to delete?

I just haven't used my account in a very long time and I have no need for it anymore

right now it's actually in a deactivated state

and now I would like to have it removed/deleted off binance

We truly understand your concern and frustration regarding this experience and the inconvenience this has caused you but unfortunately, we do not have deleting function at the moment. If you no longer use the account, please disable the account and leave it there. We really appreciate your kind understanding about it.

how is that possible? I haven't used this account for so long and even if it's deactivated I'm still getting emails

and now if I want to turn off the email notification I have to reactivate the account to turn it off

From the Binance Privacy Policy:  
8.3 Right to Erasure (Right to be Forgotten) You have the right to request the erasure of your personal data under certain circumstances.

As per checked, we do not find any your personal data on this account due to you did not complete verification.

Yes because when I first created the account I didn't needed to verify for personal use

Now I'm more than willing to confirm by email with you that I do not want this account stored on your server

I can even give you the anti-phishing code that I entered a while ago

you having my email is already too much personal information

We regret for the inconvenience this may cause however we do not keep your any data on our platform

interesting so how is your system still sending me email with my anti-phishing code when you just stated that your system doesn't keep any of my information?

you are contradicting yourself right now

From the Binance Privacy Policy:  
8.3 Right to Erasure (Right to be Forgotten) You have the right to request the erasure of your personal data under certain circumstances.

Following this I'm requesting my account to be permanently deleted from your platform

It's interesting also that if I'm asking a friend to check if he can delete his account he actually as the option where it says: Do you want to delete your account? Delete this account

So right now you are just telling me a li

We regret that we do not keep your personal data such as Full name/ DOB or any personal ID so that we cannot delete your account due to the function is not available

If you no longer use, just disable and leave the account there



take a look at this and explain to me why my friend and I can't

and what you are saying is literally making no sense at all

I can literally send you a email from the one link to my account in less than a minute to confirm that it's me and also link this conversation to it

The function is no longer available and it was remove from our system

he literally sent me this screenshot

so once again this makes no sense

We regret for the inconvenience. The function which your friend show is no longer available on our website.

He literally sent it to me while we were chatting

From the Binance Privacy Policy:  
6.3 Right to Erasure (Right to be Forgotten) You have the right to request the erasure of your personal data under certain circumstances.

We do not have your personal data on our platform

it's my right and it's in your policy

so whatever information you have on my account i want to be erased

my email address is part of my personal information and i want it to be removed

right to erasure under GDPR

so i request that any Binance Services that was registered with my email to be terminated

it's part of your terms of service

and it's interesting how you are saying that you are not collecting any personal data when it literally says that you do

once again it's written in your ToS

so by your ToS and the GDPR i'm asking my account to be terminated, erased, wipe of your system

since as of right now you have shown me that i cannot trust your system because you do not want to comply even based on your own ToS

As per checked, we do not find your personal information in this account. If you want to delete your account, please reactivate the account, then complete verification

After that, we have your personal data and will follow the TOU

At this time, we do NOT have your personal data

i am not going to send you my personal information just to request it to delete it again.

Obviously you guys can't even be trusted since you can't even comply with your own ToS

So as per point V1.2 (Cancellation of Binance Accounts)

We regret that we do not have your personal information which save on our platform

So as per point V1.2 (Cancellation of Binance Accounts) i'm requesting that Binance Services are terminated and under the GDPR i'm requesting that ANY (including email) information that you have are deleted from your system.

and yes you do have some personal information since under point 1 of your privacy policy you do state that email, login, password and location of my computer are personal information that you are collecting

So stop giving me BS answer

We do not know who is owner of this account due to you did not complete verification and you do not login to chat.

We do not know who is owner of this account due to you did not complete verification and you do not login to chat.

Please login to your account and continue the chat to verify the owner of this account

i actually did because i submitted my email when requested

i am not going to provide you with my personal information just to request to get it removed again.

and there is no way in your Privacy Policy or your ToS that mentions that i have to provide any kind of information to get my account deleted

i am more than willing to confirm my email if you send me one

<https://gdpr.info/eu/art-17-gdpr/>

Since you are following the GDPR you have to comply based on article 17

1. (a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed,

and that is exactly what i want

oh and here's your proof that it's my account.





your last mass email sent to my email

with half of the anti-phishing code foo

so right now nothing of what you are saying is true about the fact that you don't keep any information

In order to determine you are the owner of this account, could you please login to continue the chat

We need verify your account.

Validate Now

For security check, I have sent a pop up message to your end via this chat, kindly click the "validate now" button -> "Send code" to receive the 2FA code and then input them back to the box to verify.

In order not lose your time, you can verify this account by click to Validate now

Do not need to login

Verification Successful

done

so can we now process with the removal of my information

thank you

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account." After receiving the selfie, we will proceed to delete your account permanently. Above requested information will be exclusively used for deleting purposes for your account.

I can send you a selfie but i'm not putting my face in it

sinc you dont require this kind of information and I am not willing to provide you with extra personal information

I already confirmed my account with the 2FA

We will not close the account if you do not provide a selfie with note

I will provide picture of me holding it

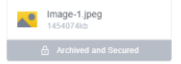
not my face, I will even hold a copy of the email you sent me

this is more than enough information

you are asking for more information than required by the GDPR

We need you to show your face in the selfie. What happen if one day, you come and ask your account again?

We need you to show your face in the selfie. What happen if one day, you come and ask your account again?



I wont trust me

not with you are handing people's data

you have plenty of proof now that i'm the owner

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account."

Nothing under the GDPR states that I have to provide such information

nothing under your ToS when requesting an account deletion states that I need to provide this kind of information

you already have more than enough information to confirm that I am the rightful owner of this account since I have also confirmed with the 2FA code attached to this account

Please do co-operation to delete the account. Only the note is not enough because anybody can write down the note and provide

I provide the msg with half my face and the information required

and I also sent the exact same note with a picture of the last email sent to my personal email

AND I also confirmed the 2FA code of my account

AND also nowhere in your ToS or your Privacy Policy states that you require this kind of information to process an account deletion request

Nor anything under the GDPR allows this type of request.

This actually goes against the GDPR. You can't request more personal information while I'm asking you to get rid of my information

We need your full face to verify this request

there you have it



this is more than enough

We can't process with sunglasses

you have my face in it  
this is more than enough

We can't process with sunglasses

you have my face in it

that is your request

Please do not wear glasses and take the selfie

stop asking for more

Next one will be with my eyes closed

once again nothing in the GDPR, your ToS, your privacy policy states that I need to provide this kind of information

So once again you guys are going against your own words

I can validate my 2FA again if you want

that I will gladly do it

I regret that I will not be able to do it if you do not co-operate

Please provide as request and provide when it is done

I will check your message then

here's a new one



still a selfie like you wanted

and legally everything that you are doing is against everything that you guys are "abiding" by

trust me this will get reported

Could you please do a co-operation to delete the account? Open your eyes, do not use the note to cover a part of your face.

We need to see the full face

Show me where in your TOS and in your privacy policy that is it a requirement?

Since there is no LEGAL reason for me to do this

I already provided you with more than enough information

I will come back this message and check your selfie when you provide a qualified one. Thank you

Show me where in your TOS and in your privacy policy that is it a requirement?

once again

and once again i will refer you to this <https://gta-4m0.eu/art-17-gta/>

by now you already have 4 different pictures that gives you a 100% proof of who i am

and you have no legal right to ask for more information

i already gave you MORE than enough

How to delete account

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account." After receiving the selfie, we will proceed to delete your account permanently. Above requested information will be exclusively used for deleting purposes for your account.

By law you are not allowed to request this

Give me proof of where this mention this

i already complied by giving you more than enough information

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account."

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You can repeat yourself as much as you want with your automated msg, once again you are going against your ToS/Privacy Policy and the GDPR

Please provide the qualified to delete the account for me to process. I will end my shift soon. Thank you

a complaint for the violation of the GDPR has been sent to the ICO (UK) I have attached this conversation and linked your ToS and your privacy policy.

You already have everything you need

We are ready to help but you are not doing a co-operation in this case so that unfortunately I cannot delete your account as request

i already cooperated

but by law there is nothing that mentions your request of EXTRA personal information to get my account deleted

but by law there is nothing that mentions your request of EXTRA personal information to get my account deleted

You even said yourself that you were not suppose to keep any personal records and now you are asking for more?

there you go with my eyes open now



that's more than enough with everything that you have

thank you

No, it is not enough.

Yes it is

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account."

You ask for my face with eyes open

Please kindly provide a selfie with your face entirely shown in it holding a clear handwritten note. The note content is "Today is date/month/year, delete my Binance account (xxx@xxx.com/phone number), I confirm to give up all assets in the account."

You ask for my face with eyes open

I did exactly what you asked me to

now you need to comply

by law

under the GDPR and as of right now you are going against your own ToS and Privacy Policy

Thank you for your information. Please do co-operation to delete the account

I did

sent you everything that you asked for

Please kindly do co-operation, otherwise I will terminate the chat

Please kindly do co-operation, otherwise I will terminate the chat

You are in violation of the GDPR and of your own ToS/Privacy Policy

I will wait for the correct selfie. Thanks

you asked for a full face selfie with my eyes open

I obliged already

more than enough

you are right now in violation of your own ToS/Privacy Policy and the GDPR.

complaint has now been sent to the Personal Data Protection Commission of Singapore

We regret for the inconvenience but we are sorry that we will not be able to process if you do not provide a qualified selfie.

Please do co-operation. Thank you

I already do

I sent you exactly what you wanted multiple times now

and also confirmed my 2FA

what you are requesting at this point is illegal

here another one




by now you have everything that you need

stop going against the law

waiting, you have the full face selfie like you asked

now "please do co-operation" thank you

 In the account, you have about 200USD. Do you wish to give up all?

JUST DELETE THE ACCOUNT

It's already written in the note that I give up everything

geez

if it cost me 2005 USD to never have to deal with you guys ever take it

and comply

you can even give it to yourself at this point I don't care

get this account deleted

 No. Thanks

 We already delete the account as your request


so if I'm going to try to login again you should not have any account with my email right?

I want a fully written confirmation

so if I'm going to try to login again you should not have any account with my email right?

I want a fully written confirmation

please and thank you

 The account was deleted permanently and you cannot login with the email