Memora - Support Page

Thank you for using **Memora** - a platform designed to connect loved ones through meaningful, story-driven video memories.

If you have any questions, encounter technical issues, or wish to manage your account, our team is here to help.

General Support

For help with using the app, reporting a bug, or requesting assistance, please contact us at:

reachMemora@gmail.com

When reaching out, kindly include:

- Your name
- The email address associated with your Memora account
- A brief description of your issue or request

Account & Data Deletion Requests

If you would like to delete your Memora account and all associated data, please send an email to:

reachMemora@gmail.com
Subject line: *Account Deletion Request*

Please include:

- Your registered email address
- (Optional) Reason for deletion

Once we receive your request, we will verify your identity and process the deletion within **7 business days**. This includes permanent removal of your profile, prompt history, video content,

and any associated personal information from our servers. **Please note that this action is irreversible.**

If you have any other questions or concerns, feel free to reach out. We're always happy to support you.

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The Memora Team
reachmemora@gmail.com