

How to Delete Personal Information from DoorDash Account

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Quick answer

If you want to delete your personal data from DoorDash, the process is straightforward but involves a few essential steps. Whether you're a regular consumer, a DashPass subscriber, or a Dasher, this guide will walk you through the complete process of removing your personal information from DoorDash.

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DoorDash's Data Collection Policies

Since January 1, 2019, DoorDash has allowed consumers to:

- Understand the personal information that DoorDash and Caviar collect, use, and share with third parties.
- Access and download the personal data that DoorDash and Caviar store.
- Delete personal data, subject to some exceptions.

Before proceeding with deleting your account, it's advisable to review DoorDash's Terms and Conditions and Privacy Policy to understand:

- The categories of personal information collected.
- The reasons for collecting such information.
- The sources of the data collected.
- The third parties with whom the data is shared and the purpose of sharing it.

Steps to Access and Download Your Personal Information

Before deleting your data, you may want to download a copy of it for your records. Here's how:

1. Verify your identity using DoorDash's 2-step verification process.
2. Go to Account Settings from the home page.
3. Click on Manage Account, located at the top right of your profile box.
4. Select "Request Archive" and follow the on-screen instructions to download your data.

Steps to Delete Your Personal Information

Important Considerations

- DoorDash cannot delete your data if you have any pending deliveries.
- Once your account is deleted, you will lose access to all DoorDash services and history.

To delete your personal information from DoorDash:

1. Go to Account Settings from the home page.
2. Click on Manage Account at the top right of your profile box.
3. Select "Delete Account" and follow the on-screen instructions.

Alternative Method to Request Account Deletion

If you are unable to delete your account through the app or website, you can contact DoorDash support:

1. Visit the DoorDash Support Page .
2. Fill out the "Contact Us" form with accurate details (name, email, and phone number).
3. Choose Account Settings as the category.
4. Choose None for the subcategory.
5. Enter "Request to deactivate DoorDash account" in the description field.
6. Click Submit to send your request.
7. A representative will contact you for confirmation and may request further details.

Canceling a DashPass Subscription

If you only wish to cancel your DashPass subscription instead of deleting your entire DoorDash account, follow these steps:

1. Open the DoorDash app or go to DoorDash.com .
2. Tap the menu icon (?) or your account icon to open the settings menu.
3. Select "Manage DashPass" (on mobile) or "DashPass" (on the web).
4. Click on "End Subscription" to cancel your membership.
5. Follow the on-screen instructions to confirm your cancellation.

Additional Notes on DashPass Cancellation

- Monthly subscribers must cancel at least one day before the renewal date to avoid charges for the next month.
- Annual subscribers who haven't used DashPass can get a full refund upon cancellation. However, if DashPass has been used, a refund is not available.
- Even after cancellation, you can continue using DashPass benefits until the last day of the current billing cycle.

Conclusion

Deleting your personal data from DoorDash is a simple but multi-step process. Ensure you download any necessary data before deletion and check for any pending deliveries that may prevent you from completing the process. If you only need to cancel DashPass, follow the steps outlined above without deleting your account. For any issues, contacting DoorDash support remains the best alternative. By following these steps, you can successfully remove your data from DoorDash and maintain control over your personal information.

References

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