



What Happens When You Delete Your 23andMe Data

A visual timeline showing data removal, retention periods, and what remains in various systems

Day 0



You Submit Deletion Request

When you click "Delete Account" and confirm, here's what gets queued for removal:

Account Access

Login disabled immediately. You can no longer access your dashboard or reports.

Processing Begins

Deletion request enters queue.
Confirmation email sent with reference number.

Days 1-7



Initial Processing Phase

System begins removing data from active databases:

Profile Information

Name, email, address, and account details removed from customer database.

Genetic Matches

Your profile disappears from relatives' match lists when they next log in.

Health Reports

All processed ancestry and health analysis reports deleted from active servers.

Days 7-30



Deep Deletion Phase

Primary genetic data removal from production systems:

Raw Genotype File

Your complete genetic marker file (600,000+ SNPs) deleted from main database.

Survey Responses

All questionnaire answers about health, lifestyle, and traits removed.

Backup Systems

Data flagged for removal in backup systems, but may persist during retention window.

Physical Sample

Saliva sample destruction begins (if separately requested). Takes 30+ days to complete.

Days 30-90



Backup & Archive Removal

Extended cleanup of redundant storage systems:

Disaster Recovery Backups

Data removed from backup systems as they cycle through retention periods.

Log Files

System logs containing account activity purged after standard retention period.

Third-Party Storage

Cloud storage providers receive deletion requests. Complete removal may take additional time.

90+ Days



What Remains Indefinitely

Certain data types may persist despite deletion request:

De-identified Research Data

If you consented to research, de-identified genetic data may remain in scientific databases indefinitely.

Aggregate Statistics

Your data may be part of population-level statistics (e.g., "European ancestry frequency") that can't be removed.

Legal Records

Transaction records, consent forms, and deletion requests retained for legal compliance (typically 7 years).

Others' Data About You

Screenshots, notes, or genetic match information saved by relatives remains in their accounts.

Fully Deleted: Permanently removed from all systems

In Progress: Being removed, temporary copies may exist

May Remain: Could persist in certain systems indefinitely



Important Considerations During Bankruptcy

Timeline Uncertainty: During 23andMe's bankruptcy proceedings, these standard timelines may not be guaranteed. Submit deletion requests immediately to ensure processing under current policies.

New Owner Risk: If ownership transfers before your deletion completes, the new owner may implement different deletion procedures or longer timelines.

Keep Documentation: Save all confirmation emails, reference numbers, and correspondence as proof of your deletion request and its timing.