Go Pass Account Deletion Request

You have the right to request the deletion of your **Go Pass** account and all associated data. We provide two easy methods to permanently delete your account, whether you still have the app or have already uninstalled it.

📱 Method 1: Delete Your Account In-App

The fastest way to remove your account is directly within the application:

1. Open the **Go Pass** app and log in.
2. Navigate directly to **Settings**.
3. Tap on **Delete Account**.
4. Confirm your choice to instantly remove your account.

✉️ Method 2: Request Deletion via Email (No App Required)

If you no longer have the app installed or cannot log in, you can request permanent deletion by emailing our support team.

> **Support Email: efare@broomecountyny.gov**
> **Subject Line:** Account Deletion Request - [Your Registered Email / Username]

Information to include:

- ☐ Your registered email address or username.
- ☐ A brief confirmation that you want all account history permanently removed.

Next Steps:

- ☐ Our team will process your request and verify your identity.
- ☐ Your account and data will be fully removed from our servers within **{e.g., 7 business days}**.