Account closure and erasure policy

How customers can close an Olympus account and ask for their personal data to be erased.

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1. Scope

This policy explains how customers can close an Olympus account and ask for their personal data to be erased. It applies to customers and users of Olympus Pay Proprietary Limited in Botswana and Olympus Pay Limited in the United Kingdom, and to anyone whose personal data Olympus holds.

2. Your rights

You may close your account at any time. You also have rights over your personal data under the Data Protection Act 2024 of Botswana and, where they apply to you, the UK GDPR and the EU GDPR.

- Erasure: to have personal data deleted when the law gives you that right
- Access: to receive a copy of the data we hold about you
- Rectification: to correct data that is wrong or incomplete
- Restriction and objection: to limit or object to certain processing
- Portability: to receive your data in a structured, commonly used format

3. Closing an account

Before an account can close, the following must be in order. We tell you what is outstanding when we handle your request.

- The balance is withdrawn to a bank account in your name, or moved to another account you hold
- Scheduled and recurring payments are cancelled, and cards are cancelled or frozen
- Payments in progress, disputes and chargebacks are resolved
- Any fees owed to Olympus are settled
- For merchant accounts, settlements are paid out and API keys, webhooks and team access are revoked

We may delay or decline closure while a regulatory, fraud or legal review is open, or where the law requires us to keep the account available. We will tell you why unless the law prevents us.

4. Verifying your request

We verify identity before acting on any request, so that nobody can close an account or erase data that is not theirs. We may ask for the details linked to your account and for a government photo ID. For a business account, the request must come from an authorised signatory or an administrator on the account.

5. How long it takes

We respond to a verified request within one month. Where a request is complex or we receive many at once, the law allows us to extend this by up to two further months. If we extend, we tell you within the first month and explain why.

6. What we erase and what we keep

When an erasure request is accepted, we delete or irreversibly anonymise the personal data we no longer need. This includes your profile, contact details, preferences and marketing history.

Some data must be kept by law, and cannot be erased on request. This covers identity verification records, transaction records, sanctions and anti-money-laundering screening results and audit logs. We keep them for the period required by the applicable financial record-keeping and anti-money-laundering law. During that time the data is restricted, used only for the legal purpose, and deleted at the end of the period. Retention periods are set out in the Privacy Policy.

7. When we can refuse or limit erasure

We may refuse or limit a request where keeping the data is needed to meet a legal obligation, to establish, exercise or defend legal claims, or for another reason the applicable law permits. If we do, we tell you which part of your request we could not meet, and why.

8. Partners and processors

Where Olympus shares your data with providers that process it on our behalf, we pass on the erasure request so they act on it, unless they must keep the data by law.

9. After closure

We confirm by email when your account is closed. You can download your statements before closing, and you can ask us for a copy of your data. A closed account cannot be reopened: you would apply again and be verified again.

10. Complaints

If you are unhappy with how we handled a request, write to us first through the form on this page or at support@olympuspay.co. You can also complain to the data protection regulator in your country. In the United Kingdom this is the Information Commissioner's Office.

Olympus Pay is a financial technology company. Financial, banking-type or identity services are provided through regulated Olympus entities and, where applicable, through authorised and licensed partners in accordance with applicable laws, depending on region.