

Security & Privacy FAQs

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Answers to frequently asked questions about Gather's security and privacy.

Are you GDPR compliant?

We can't save data in the EU or Germany at the current time. However, we are GDPR compliant and we have a Data Processing Agreement that we are willing to sign, which includes the Standard Contractual Clauses, pursuant to Regulation (EU) 2016/679, as adopted by the European Commission with its implementing decision (EU) 2021/914 of 4 June 2021.

We also are CCPA compliant. You can find more information about how we process the data and your rights under the GDPR and CCPA in our Privacy Policy at <https://www.gather.town/privacy-policy>

Do you have an SLA?

At this time we are unable to sign or offer Service Level Agreements. You are always welcome to base your decisions on our past uptime performance, which can always be accessed through <https://status.gather.town/>

If you would like to read our DPA, please [contact us](#) for this and other security questionnaire-related information.

What do you do with the files I upload?

When you upload documents or images in Gather, we store a copy on our servers. This allows others who enter your Space to view the documents or images you have uploaded.

Gather does not claim any ownership or right-to-use stipulations over any content that users upload. If you have sensitive data or are otherwise concerned about hosting or privacy, we recommend hosting these files in whatever way is recommended by your organization, [embedding them](#), and then [password protecting](#) your Gather Space or setting an [email guestlist](#) to better control access to your Space.

After your event, you can [contact us](#) to request that specific data be deleted (and that that deletion be confirmed) by our team. This may take a little time, depending on volume.

For more information, read our full privacy policy: <https://www.gather.town/privacy-policy>

Can you delete my data?

You can manually remove any Space and your account at any time. Read our [Privacy Policy](#) for full information regarding data storage and deletion. If you would like to access, delete, or update any data, please [contact us](#).

Delete a Space

You can [temporarily](#) or permanently shut down a Space. To permanently delete a Space, go to <https://app.gather.town/app>. Search for or select the Space you wish to delete. (You must be the Space Admin to delete a Space.) Select the ellipses button, then select **Manage Space**. The **Space dashboard** opens. In the **Left Nav Menu**, select **Shut Down or Delete**. Select **Delete Space** and then confirm **Delete this Space**. Your Space and all assets associated with it are now deleted.

Delete Your Account

If you wish to delete your account, you can do so by going to <https://app.gather.town/profile>. You will see a User ID and the email address associated with your account. When you are sure you wish to proceed, select **Delete Account**.

Warning: The Spaces associated with your account may still be accessible, especially if there are other administrators for the Space.
