How to cancel an mCloud service

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If you no longer need your mCloud service, we can cancel it for you and permanently delete your data. You can take a copy of your data first, and we will not delete anything until you confirm in writing.

To remove a single instance rather than the whole service, see https://support.micron21.com/kb/articles/how-to-delete-instances-virtual-machines-vm-in-mcloud

How to request the cancellation

Ensure any request for service cancellations are provided by the primary account holder or an authorised contact on your Micron21 account

1. Email support@micron21.com from the email address on your account, or raise a ticket at support.micron21.com.
2. Provide us with the following details:
    1. Your account number
    2. The mCloud service or project you want to cancel
    3. Whether you need to export your data first.

Once we receive your request, our team will validate it and provide details about the services on the account and advise on options to export your data from the project.

To confirm the cancellation, we will require confirmation from the primary account holder that all required data has been recovered from the project and that it’s understood that data, once deleted, can not be recovered.

Things to note

- Deletion is permanent and cannot be undone.
- Cancellations are subject to our 30-day cancellation policy. Your data is not deleted until the primary account holder confirms in writing.
- Your service stays running and is billed until the cancellation and deletion have been fully verified and confirmed.
- We delete everything in the project, including servers, volumes, snapshots, images, networks, users, encryption keys, and your mBackup backups if you use mBackup.
- We do not keep a copy of your data. We only keep billing records, support tickets, a record of the deletion, and platform security logs, none of which contain your data.
- Deleted data cannot be read by anyone else: new volumes always start empty, and our disks never leave

Micron21. Old or failed disks are destroyed on site.

- If you want a copy of your project's platform logs, ask before you confirm. they can not be provided after deletion.

If your service is on mCloud PROTECTED

- The deletion is carried out and witnessed by two of our team, and the deletion record is kept for 5 years, in line with our Sanitisation and Destruction Policy.

- Anywhere you copy your data to must be approved for its classification.