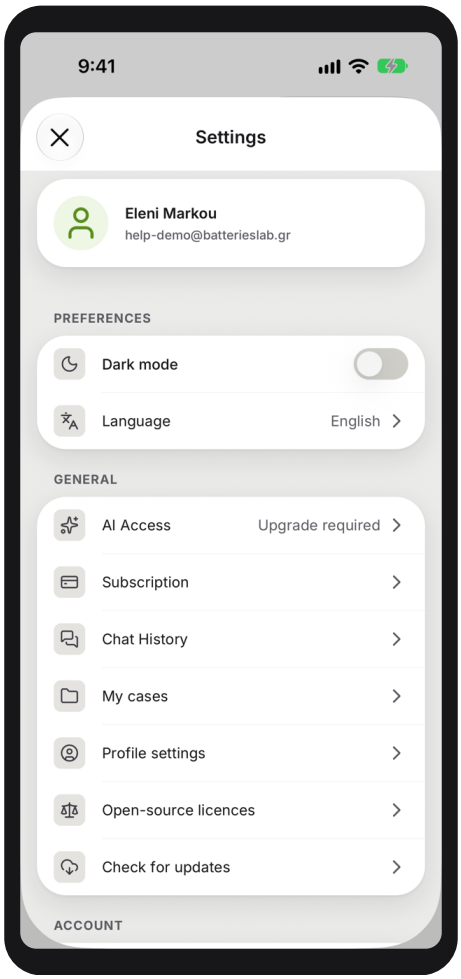
Your account and privacy

Your profile, language and subscription, what we keep about you, and how to delete your account.

Settings

Tap the gear on the home screen to open **Settings**.



Settings

- **Dark mode** and **Language** (English or Ελληνικά). The language also sets the language of your notifications.
- **Profile settings**: your display name and phone number. The email address you sign in with can't be changed.
- **Subscription**: your plan for AI chat.
- **My cases**: your support cases.
- **Check for updates**, and the open-source licences.

- **Log Out** and **Delete account**.

Subscription and AI chat

Battery Monitor's AI chat answers questions about your batteries and electrical systems. It needs an account and a plan: **Basic** gives 100 messages a month, **Unlimited** 10,000. You buy and cancel plans through the App Store or Google Play; cancelling keeps the plan until the paid period ends. Everything else in Battery Monitor, Ermis Cloud included, is free.

> **Note**
> AI answers can be wrong. Check them before any decision that matters for safety.

Your data

- **Your profile**: name, email and phone number, to support you.
- **Your batteries**: ownership, the purchase date, the readings the app sends while connected (kept 90 days) and the history worked out from them (kept for the life of the battery).
- **Support cases** and their messages and photos.

The full details are in our privacy policy.

Delete your account

You can delete your account in the app or on the web. Deleting is immediate and can't be undone.

In Battery Monitor

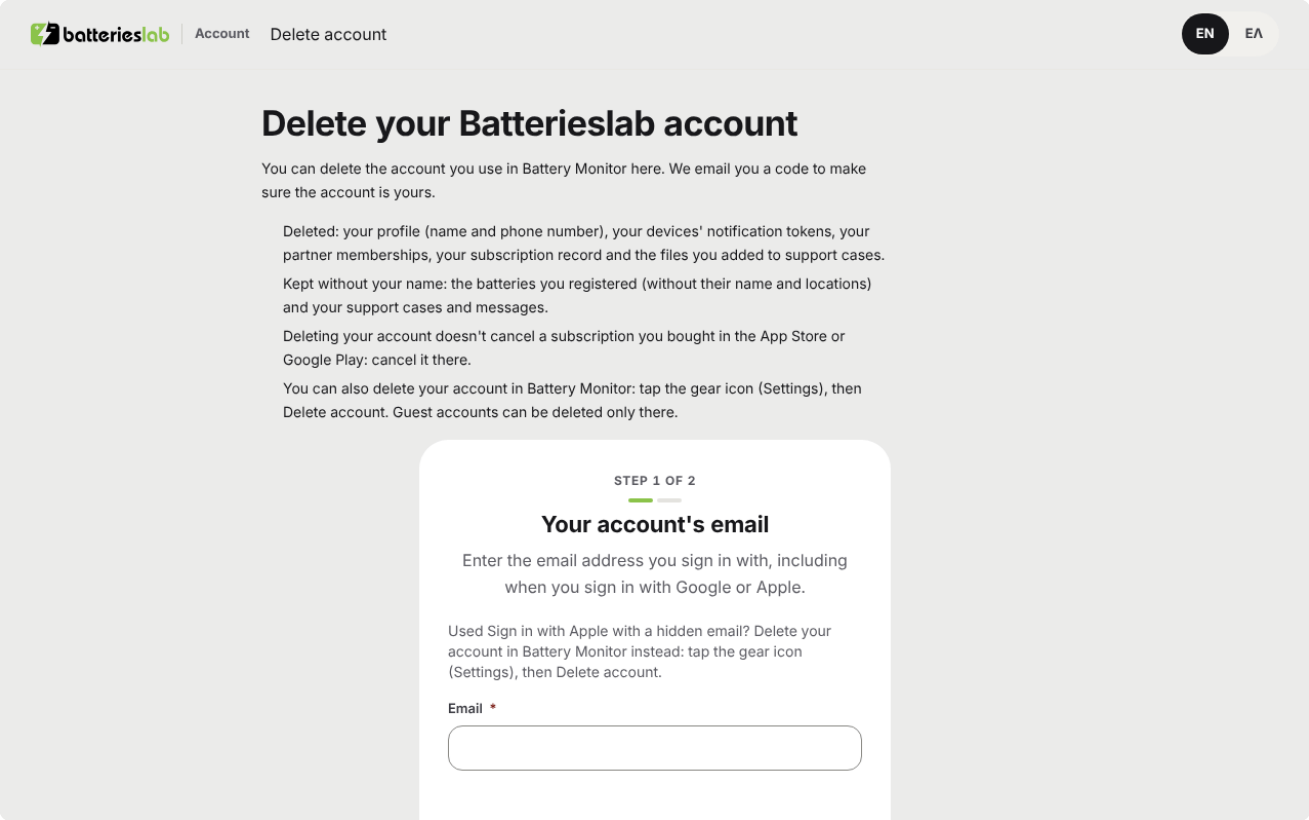
Open **Settings → Delete account**, then confirm with **Delete**. This works for guest accounts too.

On the web

1. **Open the deletion page**
   Go to account.batterieslab.gr/delete-account.

2. **Enter your account's email**
   Use the email you sign in with, including when you sign in with Google or Apple, pass the security check, and tap **Email me a code**.

3. **Enter the code**
   We email a 6-digit code, valid for one hour. Enter it, tick that you understand deletion is permanent, and tap **Delete my account**.



Delete account

If you used **Sign in with Apple** with a hidden email, delete your account in the app instead.

What is deleted, and what is kept

Deleted: your profile (name and phone number), your phones' notification tokens, your partner memberships, your subscription record and the files you added to support cases, plus the names and locations of your batteries.

Kept, without your name: the batteries you registered (they become unowned, and an Ermis key stops working) and your support cases and messages, so the battery's history stays complete.

> **Warning**
> Deleting your account doesn't cancel a subscription bought in the App Store or Google Play: cancel it there.