

11.6 Soft-Deleted Accounts

Soft-deleted means account access and coordinated services are disabled while LightDrive holds the account before permanent deletion or an authorized restoration.

The hold is at least 14 days from the soft-delete transition and never ends before an applicable paid term. The exact deletion-eligibility date is recorded for the account.

Restoration is limited by the reason for closure. A normal term-end cancellation can be restorable during its open window. Immediate deletion, nonpayment, severe policy action, and legal-hold cases follow their own controls and can require Support or be ineligible.

Soft-deleted is not a backup state. If you can still download data during an earlier grace period, do so before access ends.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/soft-deleted-accounts>

Generated September 1, 2026