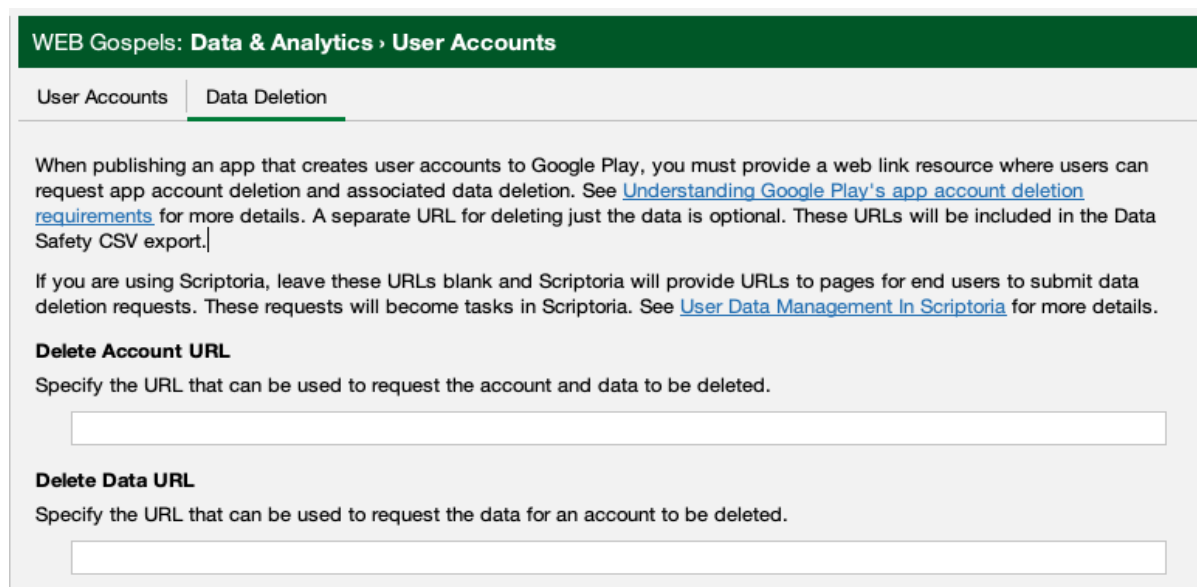


User Data Management in Scriptoria

Introduction

In April 2023, Google Play announced the new [account deletion requirements](#) and added new Data deletion questions within your Data safety form. See [Understanding Google Play's app account deletion requirements](#) for more details.

In the App Builders, on the **Data & Analytics** > **User Accounts** > **Data Deletion** configuration page, you can specify the Data Deletion URLs that will be included in the data-safety.csv, which can be imported into Google Play to answer the questions. If you are using Scriptoria, leave these fields blank and Scriptoria will provide pages for the end user to submit data deletion requests.



WEB Gospels: Data & Analytics > User Accounts

User Accounts | **Data Deletion**

When publishing an app that creates user accounts to Google Play, you must provide a web link resource where users can request app account deletion and associated data deletion. See [Understanding Google Play's app account deletion requirements](#) for more details. A separate URL for deleting just the data is optional. These URLs will be included in the Data Safety CSV export.

If you are using Scriptoria, leave these URLs blank and Scriptoria will provide URLs to pages for end users to submit data deletion requests. These requests will become tasks in Scriptoria. See [User Data Management In Scriptoria](#) for more details.

Delete Account URL
Specify the URL that can be used to request the account and data to be deleted.

Delete Data URL
Specify the URL that can be used to request the data for an account to be deleted.

Scriptoria Builds Provide URLs

During a build of an Android App being published to Google Play, if the project is using the **User Accounts** feature and the **Delete Account URL** field is blank, then Scriptoria will populate both of the URLs with links to pages in Scriptoria to allow the end user to submit data deletion requests. These URLs will be included in the Data Safety CSV export created during the build.

Scriptoria Data Management Form

The Scriptoria user data management page contains a form that prompts the user for their email address and the type of deletion, either “Delete my data” or “Delete my account and all associated data”. It also describes the items that will be removed. It uses a verification code sent to the email address specified to authenticate the person requesting the page.

Manage my data



WEB Gospels

Wycliffe USA

About this app

Deletion Request

Enter the email address associated with your account to request data deletion. We will send a one-time verification code to confirm your identity.

Once confirmed, your request will be processed within 30 days in accordance with our data retention obligations. Deletions are permanent and cannot be undone. Some information may be retained where required by law or for compliance purposes.

EMAIL

you@example.com

Use the email associated with your account.

DELETION SCOPE



Delete my data

Your login remains active, but your personal content will be permanently deleted.



Delete my account and all associated data

This will permanently remove your login and saved content.

ITEMS TO BE REMOVED

- Bookmarks
- Notes
- Highlights
- Reading plan progress

VERIFICATION



Success!

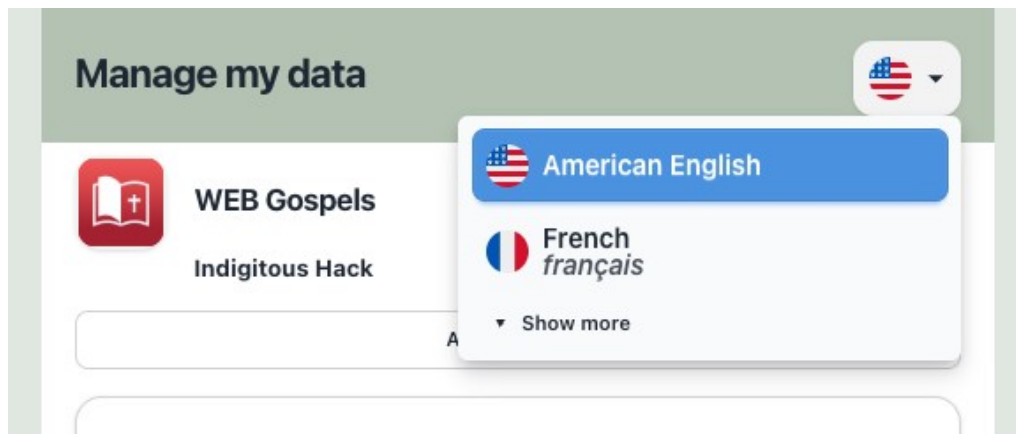


Send verification code

Localization

The page has been localized into all of the languages used in Google Play Listings. There is a

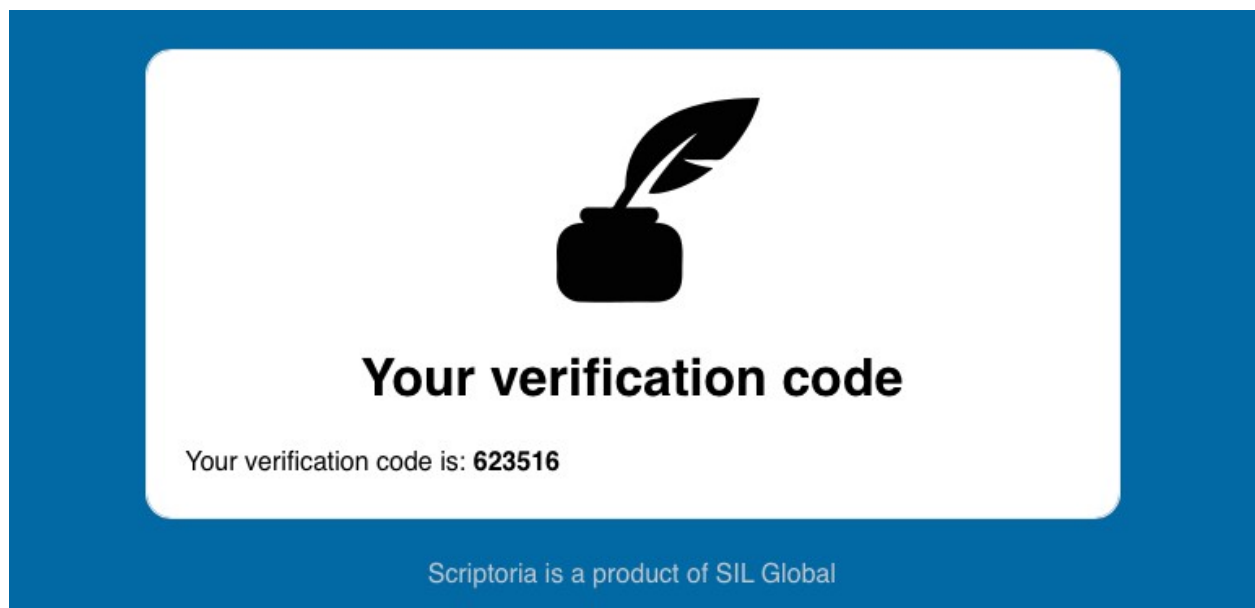
language selector at the top-right of the page populated with the languages you have provided in the **Publishing > App Store > Google Play Listing** configuration page in the App Builder.



If the user chooses **Show more** on the language selector, then they can select another language from the complete list of available localizations, but the information in **About this app** will not be available.

Verification Code

Once the user has entered their email address and select the type of deletion, they click the **Send verification code** button. They will receive an email with the code to use.



After they receive the verification code, they will enter the code in the confirmation page.

A mobile app interface for email verification. The top section has a dark green background with a white back arrow in the top left. In the center are two circular icons: a red one with a white book and a plus sign, and a white one with a green envelope and a lock. Below these icons, the text "Check your email" is displayed in white. The bottom section has a white background. It contains a paragraph of text: "We've sent a 6-digit verification code to chris@thehubbards.org. Enter it below to complete the process." Below the text is a white input field with rounded corners containing six zeros. At the bottom of the white section is a dark green button with the text "Verify Code" in white.

←

Check your email

We've sent a 6-digit verification code to chris@thehubbards.org. Enter it below to complete the process.

0 0 0 0 0 0

Verify Code

When they enter the verification code and click the **Verify Code** button, they will receive a confirmation of the submission of their request.

A mobile app interface showing a successful verification. The top section has a dark green background with a white back arrow in the top left. In the center is a circular icon with a white checkmark. Below this icon, the text "Verified" is displayed in white. The bottom section has a white background. It contains the text "Verification Complete" in bold, followed by a paragraph: "A request was submitted to delete your data."

←



Verified

Verification Complete

A request was submitted to delete your data.

Scriptoria Delete Data Task

After the end user successfully submits the request using the Data Management Form, a new **Delete Data** task is assigned to the owner of the project.



Android App to Google Play (Owner Admin)

DELETE DATA

The Delete Data task contains a field for email of the **User** requesting the task, the **Console URL** of the service holding the information (in this case Firebase), and instructions for performing the task based on whether it is a **Delete Account** or **Delete Data** request. There is an option to **Transfer to Admin** if the owner doesn't have access to the Firebase account.

[My Tasks](#) > [SIL Web Gospels](#) > Android App to Google Play (Owner Admin)

Mark Complete

Transfer to Admin

Comment

Delete Data

User

chris@thehubbards.org

Submitted

14 hours ago

Console URL

<https://web-gospels-default-rtdb.firebaseio.com>



Project Name

SIL Web Gospels



Description

SIL Web Gospels

Instructions

- Browse to the website specified in the **Console URL** field.
- **Find the user identity**
 - Select **Security > Authentication** from the **Product categories** on the left sidebar.
 - Enter the email address from the **User** field in the **Search** field and find the entry.
 - Hover your mouse over the row and click on the **copy** button next to the **User UID** field that appears.
- **Delete the user data**
 - To find the user data, select **Databases & Storage > Realtime Database** from the **Product categories** on the left sidebar.
 - Select the **Data** tab at the top of the page (it should be selected by default).
 - Expand the **authenticated-users** node in the tree view.
 - Find the node with the name that matches the **User UID** value you copied earlier. You can use the search field to help find it. Press Ctrl+F (or Cmd+F on Mac) to open the search field.
 - Hover your mouse over the node and click on the **Delete** button that appears. Click on the **Delete** button in the confirmation dialog to confirm the deletion.

After the instructions have been completed, click the Mark Complete button and the task will be removed from the Scriptoria user. No email is sent to the user requesting the data deletion.