Account Deletion & Data Removal

At Co-op Credit Union, we understand the importance of having control over your personal data and exercise the top safety protocols to uphold your privacy. As a member-focused institution, we are committed to transparency and empowering you with the tools necessary to manage your information securely. We understand that you may want to remove your data from our systems after deleting our mobile app. Therefore, we have established this procedure to ensure you have full control over your data.

Mobile App Data

Upon deleting the Co-op Credit Union mobile app from your device, some of your information may remain on our systems. You can request the removal of your data from our systems at any time. We respect your right to manage your personal information as you see fit.

SMS Texting

Mobile Information will not be shared with third parties/affiliates for marketing/ promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. If you wish to be removed form receiving future communications, you can opt out by texting STOP.

How to Request Data Removal

To initiate the process of removing your data from our systems, please:

- Email us at ccu@coopcu.com
- Call us at 800.258.0023
- Message us on our secure online or mobile chat

Our team will assist you in fulfilling your request promptly.

Our Commitment to Privacy

Co-op Credit Union is committed to maintaining the confidentiality and security of your personal data. We adhere to strict privacy protocols to always safeguard your information. Please see our privacy policy above for more information.

Contact Us

If you have any questions or concerns regarding the removal of your data or our privacy practices, please don't hesitate to reach out to us at ccu@coopcu.com