

# trap.nz policies and procedures

- [Steps for Handling Unreachable trap.nz Project Administrators](#)
- [Data deletion - trap.nz](#)

# Steps for Handling Unreachable trap.nz Project Administrators

Occasionally, [trap.nz](https://trap.nz) receives inquiries about a project administrator who cannot be contacted by current or new members wishing to join. While we recognise that projects are owned by their administrators and members, we will assist when an administrator is unreachable.

1. We'll attempt to contact the administrator by email or phone if a number is available
2. If there is no response, we will email all project managers to explain the situation and seek their permission to add new administrators. We will also ask if any current manager wants to take on the administrator role.
3. Once we reach a consensus among the project managers, we will update the membership to ensure there is an active administrator. The membership of the original administrator will not be revoked.

For any questions regarding these steps, please contact us at [support@trap.nz](mailto:support@trap.nz).

# Data deletion - trap.nz

There are many reasons you may want to delete your trap.nz account. Whatever they are, you can not delete your own account, this process needs to be undertaken by trap.nz support.

The first question you need to ask yourself is do I need to delete my account or can I just edit my details, if this is the case, the help document "[Editing account details](#)" will help.

Noting: This content is also applicable if you wish to remove an account used to access the NZ Autotrap AT220 app downloaded from Google Play or the Apple App Store.

Before deleting your account please refer to the following

- You can not delete your trap.nz account if you are the only administrator of a project. You will need to nominate another project member for this role.
- If you are also wanting to delete projects, you will need to [delete any records](#) before being able to delete the project. (this should not be undertaken if there is still a working membership and admin)
- If the project is being retained, any records attached to your account will be retained by trap.nz for your project records.
- As an administrator you will be able to delete all records in your project, not just your own. (You should not do this if the project is continuing)
- If you would like to backup your records you can do this by using the [csv export](#)
- If you are wanting to [delete any projects](#) and records of a project, please do this before contacting support to delete your trap.nz account.
- After your account is deleted all your personal details will be removed from trap.nz and no longer be available

If your chosen option is you still need your trap.nz account deleted, contact our [support staff](#) and request this option. Please be aware we may contact you to ask further questions to ensure we are deleting the correct account.

[support@trap.nz](mailto:support@trap.nz)

[Privacy policy](#)