



Access to digital assets upon death or incapacity

DIGI members understand that the loss or incapacitation of a loved one is a very difficult time. We also know that people expect their privacy to be protected, and their information kept safe, even after their passing. That's why we work closely with families and authorised representatives to respect loved one's wishes, and provide them with a number of options to manage, delete or memorialise their online accounts.

Managing an account

On certain services, while they are still alive a user can designate someone to manage or have access to parts of their account after they have passed away. For example, Facebook's [Legacy Contact](#) feature lets a person designate who they want to manage their account at a high level after their death. They can change the cover photo (for example, if someone's photo was taken when they were sick), and post a memorial notice. Similarly, people with a Google account can use the [Inactive Account Manager](#) to let Google know who should have access to their information, and whether they want their account to be deleted.

In order to honour the deceased person's wishes and to respect their privacy, we are unable to provide account access by sharing passwords or other login details, regardless of the relationship to the deceased.

Requesting deactivation or deletion of an account

In cases where people pass without leaving clear instructions on how to manage their online accounts, DIGI members will work with authorised family members or representatives to delete or remove their account.

Information on how to request the deletion of an account on our platforms and services is outlined below.

Memorialising an account

On Facebook and Instagram, family members can also choose to have the account memorialised. Memorialised accounts are a place for friends and family to gather and share memories after a person has passed away. Memorialising an account also helps keep it secure by preventing anyone from logging into it. A Memorialised Account means the person's account and activities can be seen, but the account is not active.

Criteria for requesting information

In order to prevent false or unauthorised reports, we require certain information and documentation to acknowledge and action requests. This typically includes a proof of authority to act, for example Power of Attorney, a will or estate letter; and proof of death.

Information for making requests on DIGI member platforms are outlined below.

Further information and DIGI member links

Facebook

- Legacy Contact feature: <https://newsroom.fb.com/news/2015/02/adding-a-legacy-contact/>
- Reporting a deceased person or an account that needs to be memorialised <https://www.facebook.com/help/150486848354038?helpref=search&sr=2&query=deceased>

Google

- Submit a request regarding a deceased user's account: <https://support.google.com/accounts/troubleshooter/6357590?hl=en>
- About Inactive Account Manager: <https://support.google.com/accounts/answer/3036546>

Instagram

- Reporting a deceased person's account on Instagram: <https://help.instagram.com/264154560391256?helpref=search&sr=1&query=deceased>

Oath

- Options available if a Yahoo account owner or AOL account owner, respectively, passes away: <https://help.yahoo.com/kb/SLN2021.html>;
<https://help.aol.com/articles/account-management-cancel-or-reactivate-your-aol-account>

Twitter

- How to contact Twitter about a deceased family member's account: <https://help.twitter.com/en/rules-and-policies/contact-twitter-about-a-deceased-family-members-account>

- How to contact Twitter about media concerning a deceased family member
<https://help.twitter.com/en/rules-and-policies/contact-twitter-about-media-on-a-deceased-family-members-account>