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Attorney General Marshall Warns: Protect Personal Data and Delete 23andMe Accounts

(Montgomery, Ala.) – Alabama Attorney General Steve Marshall issues warning to consumers about protecting personal information by deleting personal accounts following the announcement that genetic testing company, 23andMe, will be filing for bankruptcy. The direct-to-consumer genetic testing company collects and analyzes an individual’s genetic code.

“Given the uncertainty surrounding 23andMe's bankruptcy, consumers should seriously consider deleting their accounts to protect their personal genetic data,” said Attorney General Marshall. “Without clear assurances to protect consumer privacy or the future handling of accounts, deleting your account may be the safest way to ensure sensitive information isn't obtained by those looking to do harm. Our office is closely watching the bankruptcy proceedings and plans to be actively engaged to ensure private information is protected according to Alabama law.”

Attorney General Marshall has been monitoring the company as part of the investigation into a data breach at 23andMe discovered in October 2023 that led to the exposure of the personal information of nearly seven million Americans.

Currently, consumers wishing to delete their accounts can file a request at this link: [Requesting 23andMe Account Closure – 23andMe Customer Care.](#)

Consumers can also delete their 23andMe account and personal information with the following steps:

To Delete Genetic Data from 23andMe

1. Log into your 23andMe account on their website.
2. Go to the “Settings” section of your profile.
3. Scroll to a section labeled “23andMe Data” at the bottom of the page.
4. Click “View” next to “23andMe Data”
5. Download your data: If you want a copy of your genetic data for personal storage, choose the option to download it to your device before proceeding.
6. Scroll to the “Delete Data” section.
7. Click “Permanently Delete Data.”

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8. Confirm your request: You'll receive an email from 23andMe; follow the link in the email to confirm your deletion request.

To Destroy Your 23andMe Test Sample

- If you previously opted to have your saliva sample and DNA stored by 23andMe, but want to change that preference, you can do so from your account settings page, under "Preferences."

To Revoke Permission for Your Genetic Data to be Used for Research

- If you previously consented to 23andMe and third-party researchers to use your genetic data and sample for research, you may withdraw consent from the account settings page, under "Research and Product Consents."