



Snapchat Support

Discover tips and tricks, find answers to common questions, and get help!

What can we help you with?



- < Privacy
- Privacy Settings
- Snap and Chat Metadata
- Remove & Block Friends
- Download My Data
- When does Snapchat delete Snaps and Chats?**
- Advertising & Interest Preferences
- Learn About Our Service Providers
- I have a privacy question
- How Snap Uses Your Phone Number
- Your Privacy at Snapchat, Explained
- Frequently Asked Privacy Questions

🔔 What's New

When does Snapchat delete Snaps and Chats?

Delete is our default 🗑️ This means most messages sent over Snapchat will be automatically deleted once they've been viewed or have expired. Here are some quick rules of thumb for how long different kinds of content stays on Snapchat servers!

Snaps 📷

Snapchat servers are designed to automatically delete all Snaps after they've been viewed by all recipients.

Snapchat servers are designed to automatically delete all unopened Snaps after 30 days.

Snapchat servers are designed to automatically delete unopened Snaps sent to a Group Chat after 24 hours.

Snapchatters can [save a Snap in Chat](#) by pressing and holding on it to save while viewing or directly after viewing a Snap. After saving a Snap, the Snap will appear in the chat as Chat Media.

Snapchatters can also [delete a Snap in Chat](#) by pressing and holding on it, then tapping 'Delete.' When a Snap is deleted from Chat, we will set it to delete from our servers. We will also make our best attempt to remove it from your friends' devices. This might not always work if someone has a bad internet connection, or is running an old version of Snapchat.

Chats 💬

In one-on-one conversations, Chats are set to delete after you have viewed them. You can set Chats to delete right after viewing them, or delete 24 hours after viewing them 🕒

To change when Chats delete...

1. Swipe right from the Camera screen to go to the Chat Screen
2. Press and hold on a friend's name
3. Tap 'More'
4. Tap 'Delete Chats...'
5. Tap either 'After Viewing' or '24 Hours after Viewing'

Please Note: If you switch from '24 Hours after Viewing' to 'After Viewing,' then previously viewed Chats will disappear. Your messages won't delete right away if someone saves, replies, or reacts to your message. [Learn more about saving and deleting messages.](#)

Snapchat servers are set to delete messages sent in [Group Chats](#) one day after everyone has viewed or one week after the message was sent, whichever is sooner. You can [keep](#) messages longer if someone saves, replies, or reacts to a message. Saving a message will also [keep](#) any reactions to it.

My Story 📖

Snapchat servers are designed to automatically delete Snaps you add to your Story 24 hours after you added them.

You can delete a Snap from My Story at any time.

Shared Stories 📷

Snapchat servers are designed to automatically delete Snaps you add to a Shared Story 24 hours after you added them.

Shared Stories can only have 1,000 Snaps at a time – once a Shared Story has more than that, the newest Snaps will replace the oldest Snaps.

You can [delete your Snaps from a Shared Story](#) at anytime.

Please Note: The person who created a Shared Story can save the entire Story to their Memories at any time. Also, don't forget that anyone else in the Story can always screenshot Snaps, too!

Memories 📖

Memories keeps the Snaps and Stories you save, so you can look back on them at anytime! Memories are backed up by Snapchat.

If you delete a Snap from your Memories, Snapchat servers are designed to erase that Snap as soon as possible.

Our Story, Stories in Search, Snaps on Context Cards, and Snaps on Snap Map 🌐

Snaps that are submitted to Our Story and other public Stories (such as Campus Stories and Best of Spectacles) may be viewable around Snapchat for different amounts of time – some for only a day or two, while others can be viewed for much longer.

If you'd like to [remove a Snap you've posted to Our Story](#) or other public Stories such as Best of Spectacles, go to 'Our Story Snaps' in Settings to view the Snaps, tap the Snap you want to delete, and tap the 🗑️ to remove it – it'll then be deleted from Search, Context Cards, and the Map, as well. Keep in mind that Snaps submitted to Our Story and other public Stories are Public Content, and your Snap may still appear off Snapchat if it has been shared off of Snapchat.

To learn more about Snaps submitted to Our Story and public Stories, please check out our [Privacy Policy](#).

Important ⚠️ Snapchatters who see your messages can always potentially save them, whether by taking a screenshot or by using some other image-capture technology (whether that be a separate piece of software, or even simply taking a photo of their screen with a second camera).

For more details, please see our [Privacy Policy](#).

Need help with something else?

YES

NO

RELATED LINKS

- How do I send a Chat?
- How do I use Group Chat?
- How do I use Voice and Video Chat?
- How do I remove or block a Friend?
- Community Guidelines
- How do I report abuse in the app?
- How do I change my privacy settings?
- Where can I find the Snapchat law enforcement guide?

Company

- Snap Inc.
- Careers
- News

Language

English (US) ⌵

Community

- Support
- Community Guidelines
- Safety Center

Advertising

- Buy Ads
- Advertising Policies
- Political Ads Library
- Brand Guidelines
- Promotions Rules

Legal

- Privacy Center
- Cookie Policy
- Report Infringement
- Custom Creative Tools Terms
- Community Geofilter Terms
- Lens Studio Terms