

Adding (manually) or deleting an Attendee Record

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Manually adding a contact record

Within the attendee panel, you'll see the Add Contact button. This lets you manually add a new contact (if for some reason they can't register online).

When adding a new contact, you can make use of the features below:

Duplicate contact warning

If you're manually adding a new contact record, EventsAir will automatically check the details and, if needed, display a list of possible duplicates in a pop up screen:

ID	LAST NAME	FIRST NAME	TITLE	ORGANIZATION	EMAIL
7	Gonzalez	Carol			CarolGonzalez@test.com
17	Gonzalez	Amanda			AmandaGonzalez@test.com
32	Gonzalez	Nicholas			NicholasGonzalez@test.com
41	Gonzalez	Sandra			SandraGonzalez@test.com
22	Gonzalez	George			GeorgeGonzalez@test.com

Cancel Select

If one of the displayed duplicates is a possible match, you can select that duplicate record and review/modify/update as required. If it's not a duplicate, (for example, if two attendees happen to have the same surname), just close the pop-up and return to **Add Contact**.

'Auto-copy from organization' tool

When you're manually adding a new contact, EventsAir will automatically check for organizations with the same name. If any are found, you'll see a popup screen with a list of possible matches. If one of the displayed organizations is correct for the new record you're adding, you can select it and all organization details (name, address, etc.) will automatically be added to your new contact.

ORGANIZATION	ADDRESS	CITY	STATE	COUNTRY
My Organization	1 Street Lane	Queensland		

Deleting or anonymizing a contact

Attendee Delete is an Action Tool that allows you to either completely remove a contact record, or anonymize it.

Attendee, Margaret ★

ID 39 ← → Refresh Add Contact

CONTACT
Money Outstanding

MA

Attendee, Margaret

Email
margaret@attendee.com

NOTES
+

18/10/2023 General Note

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Delete Attendee Data

Why is there more than one option?

Delete Options

Remove - permanently delete all personal and non-personal data

Anonymize - replace name with "Attendee39", permanently delete personal data and retain non-personal data for reporting and financial history

Advise third party processors to remove personal data

[Cancel](#) [Start](#)

You have the option to:

- **Remove**

or

- **Anonymize**

You also have the option to advise any third party processors to remove data.

There are many regulations (such as GDPR) that require Data Processors (anyone who collects or uses personal data, such as event planners handling attendee registrations) to follow specific regulations when handling this personal information.

As an event organizer, you may receive a request to delete, remove, or "forget" the personal data of attendees. You're required to comply with these requests but most regulations also recognize you may need to retain certain information such as taxes collected, payments made, registration details, etc.

Removing a record will permanently delete all data associated with that record, which you can't do if there are any outstanding financial transactions on the record. These must be either canceled or reconciled first. It's also common practice to never remove records which include transactions, even if they've been canceled or paid. This is why you may choose to anonymize a record instead of removing it, as it encrypts the identifiable data while leaving the record accessible for reporting.

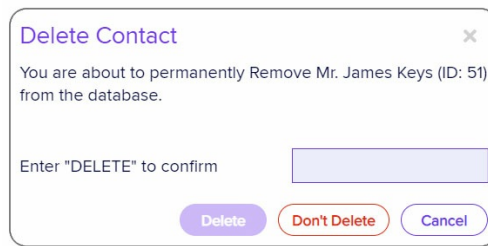
How does each option work?

Remove will completely remove that record, deleting all data relating to that attendee from EventsAir. **This can only be used when there are no outstanding refunds or financial transactions requiring processing on the attendee's record. You will need to cancel these first.**

NOTE: Before removing an attendee who is part of a group, you first need to ensure they're completely unlinked from the group. You will also need to unlink any contact records that have been created as function guests of this person, if applicable. (Read more on unlinking in the article about [processing refunds](#).)

Anonymize will encrypt the name, email, and phone number of the contact, deleting all other fields containing personal data on their record. These records remain in the database for financial, tax and other historical data reporting purposes. However, **only Data Administrators** may search for these records by the encrypted name, email or phone number. All other users may search by record ID and other fields that don't contain personal data.

NOTE: Once you Delete or Anonymize a contact record, the process is permanent and cannot be undone.



The image shows a modal dialog box titled "Delete Contact" with a close button (X) in the top right corner. The main text reads: "You are about to permanently Remove Mr. James Keys (ID: 51) from the database." Below this, there is a prompt: "Enter 'DELETE' to confirm" followed by a text input field. At the bottom of the dialog, there are three buttons: "Delete" (purple), "Don't Delete" (orange), and "Cancel" (blue).

Advise Third Party Processors to remove Personal Data

Part of EventsAir's Data Protection Toolkit is the ability to monitor all third parties' access to personal data from EventsAir. These parties may be hotel partners, service vendors (such as caterers or tour operators), ecommerce providers, your client, or other external parties.

Any time a third party accesses a Quick Report or Quick Export that has been marked as private, that instance is logged in the Data Processing Log.

If an attendee requests that you anonymize or delete their contact record in EventsAir, you can optionally choose to notify all third parties who accessed reports or exports containing that contact's personal data.

That communication can request that they delete or anonymize any data they have received from EventsAir. These instructions you give will be completely reliant on your organization's data privacy processes; you can write the text for this email in **Application Setup** under **Offices >> Data Consent**.
