

Remove a record or erase personal data

Take a person off the community registry (reversible) or erase their personal data on request, under the GDPR.

3 min · Available · 2026-09-26

Before you begin

- ✓ You need the Manage records permission; GDPR erasure also needs Permanently erase people.

1

STEP 1 OF 4 · 30 S

Open the record

Open **People** → **Records** and the person's record. At the top select the **Delete anagrafica** icon.

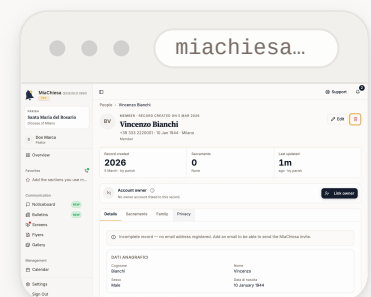


Fig. 1 The command is in the record header.

2

STEP 2 OF 4 · 30 S

Choose: remove

The dialog asks what you want to do. **Remove anagrafica from this parish** takes it off your lists but keeps it archived with the sacraments; the person keeps their MiaChiesa account. It is reversible. Confirm with **Remove anagrafica**.

Active commitments

If the person has future registrations or an active catechism enrollment, the dialog lists them: they are not cancelled automatically.

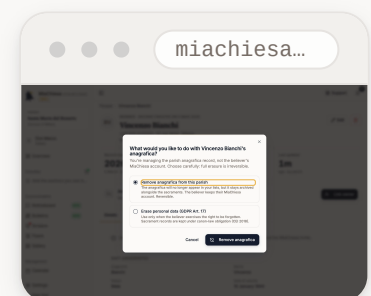


Fig. 2 Removing is the default, reversible choice.

3

STEP 3 OF 4 · 1 MIN

Or: erase the data

Choose **Erase personal data (GDPR Art. 17)** only if the person exercises the right to be forgotten. Recorded sacraments are kept under canon-law obligation. Select **Continue...**

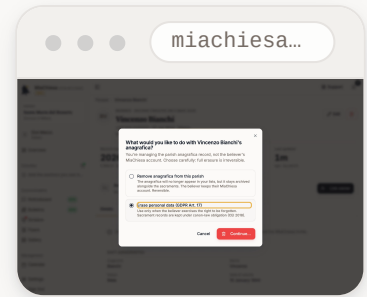


Fig. 3 Erasure is reserved for right-to-be-forgotten requests.

4

STEP 4 OF 4 · 1 MIN

Confirm the erasure

On the **Final erasure** screen type the surname to confirm and, optionally, the reason. **Erase permanently** becomes active when the surname matches.

Irreversible action

After erasure the personal data cannot be recovered. If in doubt, use Remove anagrafica.

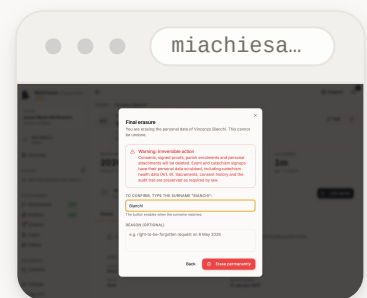


Fig. 4 The surname prevents erasing by mistake.

What you have achieved

✓ The person no longer appears in the community registry.

✓ When erased, personal data is removed and only sacramental records remain.

Troubleshooting

I can't see Erase personal data



You lack the Permanently erase people permission.

Does the person still have a MiaChiesa account?



Yes: removing or erasing the record does not close their account.

I see "Could not remove the anagrafica"



Try again; if it repeats, contact support.