ClubRunner

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How do I delete or anonymize a record?

Michael M. - 2025-05-09 - Members & Contacts

We recommend deleting members who were created in error, and do not recommend deleting members who quit the club because they are tied to reports. Most Clubs like to keep inactive or terminated members for historical reasons, whereas deleted member data is unrecoverable. In the case where a member or contact requests their data removed, clubs and districts can make use of the Pseudo-Anonymization tool to conform with GDPR and other Privacy regulations.

This article will show you how to delete an inactive member or anonymize a record in ClubRunner.

For information on how to delete a contact, please read the article called: <u>How do I delete</u> <u>a contact?</u>

 To begin, you must log in to your account through your club homepage, then click on Member Area on the top right under your club banner. <u>Alternatively, click here</u> to go directly to the ClubRunner login page.

How to delete an inactive member

Note

Before a member record can be deleted, the active member must be terminated from the club. To learn how to terminate a member, please read the article called: <u>How do I</u> terminate a member?

A member record cannot be deleted if they have been invoiced or have attendance data. To delete members with this data, please **contact support**.

 On the left hand menu, click the arrow to the right of Members & Contacts, then click on Members.



2. Below the search and filter options, click the **Past** tab.

invole miters	
Sort By Last Name First Name Date Joined Club Type Member Active ^	\sim
Active & Honorary Active Honorary Past	

- 3. Locate the member you wish to view by scrolling or using the search options at the top of the page.
- 4. Click on a **member name**, or click **View** on the right-hand side, to view their profile.

		View -
Bernie Coull couiനയാനം.sendgrid.net		
Inactive Member Type Previous Member Type	Past Member	
Termination Date	Jul 17, 2024 9 months ago <i>P</i> 70	

 In the top-right corner, click the drop-down arrow next to "Send Email", then click the Delete Record option.

Bernie Coull			Send Email
coullb@sink.sendgrid.net Change	Inactive Member Type Date Joined Club Last Login Club Last Login Mobile	Past Member Jan 01, 2024 one year ago	Change Status Assign Tags Request More Information Delete Record
	Activity Report		

6. This will bring you to a confirmation page. Click **Delete** to delete the selected contact.



This will permanently delete the "Bernie Coull" record. You will not be able to recover this record once they are deleted. Proceed with the Delete button or cancel and go back.



How to anonymize a record

This tool will allow you to anonymize an inactive or other user's member profile information by scrambling the text information in the user's fields. This allows for clubs to maintain their history of membership and individual records related to those users within ClubRunner without having to fully delete the record. This also allows data to persist in a secure way in other areas like Attendance, Dues & Billing, Event registrations, etc.

Note

In order to access the Pseudo Anonymization tool, an access level of 30 is required on Club websites, while the Site Administrator access right is required on District websites.

When a club is a ClubRunner subscriber, the district will not be able to anonymize their data. In these cases, anonymization can only be done at the club level account.

1. Click the **Settings** option in the navigation menu on the left-hand side of the page.



2. In the "Data Administration" section, click on **GDPR Pseudo Anonymization**.

Membership and Data

Membership and Data	Communication	Engagement	Website & Branding	Financial	Account Setup	
MEMBERSHIP MANAGEMENT			DATA ADMINISTRATION			
Executives and Directors			Participation Points			
			Member Designations			
			GDPR Pseudo Anonymiz	ation		
RI INTEGRATION			Entity Notes			
			Bulk Actions Log			
Settings			Member Dashboard Welcome Message			
			Custom Member Fields			
			Export Preset			
			Field Sets			

3. From the Pseudo Anonymization page, you can begin searching for the user records

you would like to process. Begin entering the member details to search for their record. Please note the checkboxes that allow you to exclude records from the search results if they contain:

- 1. Attendance Data (entries within the Attendance module)
- 2. Financial Data (invoices and payments within the Dues & Billing module)
- 3. Event Payment Data (payments within EventPlanner, MyEventRunner, or Cloud Events)

Pseudo Anonymization

● Inactive ○ Other
All Dates
C Attendance Data C Financial Data C Event Payment Data
Update Results

- 4. Click **Update Results** to display the results of your search.
- Check the boxes to the left of the records you want to process, then click **Process** Anonymization.

٩	Search					
	LAST NAME 🗸	FIRST NAME 🗸	EMAIL 👻	CLUB NAME 🗸	TERMINATED DATE 🗸	MEMBER TYPE 👻
~	Rykert	Jamie	kHinchshaw@sink.sendgrid.net	Nova Demo	Jul 17, 2024	Ex Member
~	Hinchshaw	Keslie	hinchshaw@sink.sendgrid.net	Nova Demo	Apr 18, 2024	Ex Member
	Coull	Bernie	coullb@sink.sendgrid.net	Nova Demo	Jun 30, 2024	Ex Member
Sho	wing all 3 records			2 reco	rd(s) selected Proce	ess Anonymization

6. Carefully read the warning message regarding the effects of anonymization. If you are sure you wish to proceed, manually type the word "Approve" into the text field and check the confirmation box that you understand and acknowledge the conditions. You may then click **Process Anonymization** to anonymize the selected records.

Confirm Pseudo Anonymization

I, ClubRunner Support Team, am processing a request for **permanent anonymization of data**. I understand that:

- This process cannot be undone.
- The individual's personal data will be completely masked in ClubRunner.
- That some data may be kept under a lawful basis and cannot be deleted or altered.

Type **APPROVE** in the textbox below to proceed.



Once this has been done, all of the information within an anonymized member's profile will be randomly scrambled.