



# New service available: Purge all deleted files

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If you've spent any time managing files directly within the File Library (**Library > Files**), you've probably noticed that when you delete a file, it isn't gone forever. You can still access it using the **Show Deleted Files** dropdown, and if needed you can [recover](#) improperly deleted files. (Which can be a huge lifesaver!)

However, sometimes, you really do want to fully delete those files. Maybe you have years of deleted files sitting in there. Maybe you really like to keep your knowledge base tidy. Maybe someone accidentally uploaded a file with some PII and you have a privacy, compliance, or GDPR concern.

Regardless of the reason, you can now request a full purge of all your deleted files from our support team. You can read more about the process at [Purge and fully remove files](#). But a quick summary:

- If you request this service, we will run a process that will fully purge all deleted files from your knowledge base.
- Once we run that service, you won't see any of these files in the Show Deleted Files dropdown, and will have no way to access them.
- We can reverse that purge for 30 days following the request. After the 30 days has elapsed, we fully remove the files from all of our systems and can no longer recover them.

We're trying to gauge interest on this feature to see if it's something people would like to see built-in directly to the File Library, so [contact us](#) if you'd like us to run a purge on your File Library!

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