Maintain GDPR compliance with your own data

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KnowledgeOwl works hard to maintain our compliance with GDPR and we know you do, too.

There are a few places where we may be storing information that you might need to remove as part of a GDPR request:

- **Account > Readers:** The Readers page can store first and last name and email address for your readers, plus any custom fields you may have set up.
    - You can purge all deleted reader accounts yourself. See Purge deleted readers for more information.
- Top-level **Files:** If you delete a file that stores PII or other data that falls within GDPR requirements, you can contact us to permanently purge and delete those files.
    - Files must have already been deleted and we generally purge ALL deleted files, so be sure there's nothing in the Deleted Files filter that you care about before initiating this request.
    - We are tracking feature requests for making this work similarly to the Readers purge, so contact us if you'd like to see it added as a feature!
- **Reporting > Contact Form:** Contact form submissions may contain name and email address, any details someone has submitted, plus any custom fields you've set up.
    - If you need to purge contact form submissions older than a certain time frame, contact us for help.
    - We are tracking feature requests for making this work similarly to the Readers purge, so let us know if you'd like to see it added as a feature!
- **Reporting > Comments:** Deleted comments may contain name and email address.
    - You can contact us to purge ALL deleted comments.
    - We are tracking feature requests for making this work similarly to the Readers purge, so let us know if you'd like to see it added as a feature!
- **Article content:** We generally don't advise storing anything governed by GDPR directly within the content of your articles. However, if you discover that you have some, please first delete the article in question. You can then contact us to permanently delete/purge that article and its content from our systems.

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