

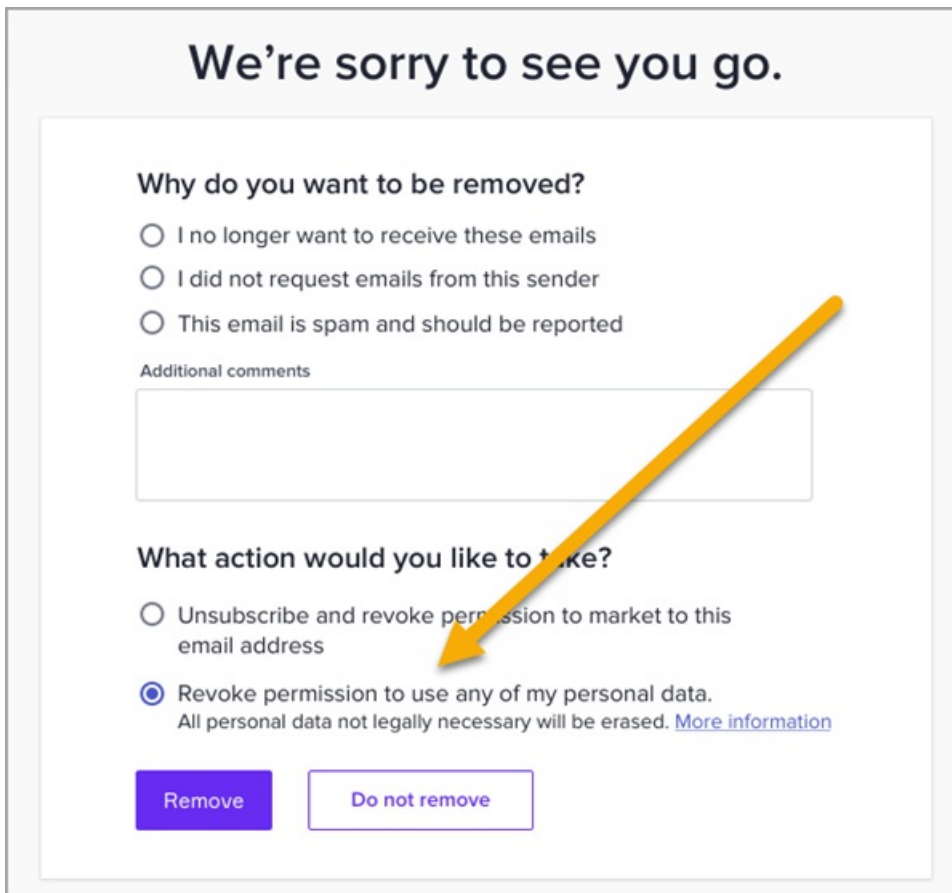
GDPR and requests to be forgotten

This article applies to:

As of March 17, 2021, Keap will modify our data protection features for handling privacy requests. Keap will continue to make it possible for customers to modify or erase contact information when a request is received, however we will be removing functionality that anonymized contacts.

What's changing?

- Users will no longer receive notifications from Keap
- Users will no longer be able access or modify the GDPR setting
- The GDPR setting will be set to Off for all Keap customers
- The "Revoke permission to use any of my personal data." option will no longer be available on the Unsubscribe page



We're sorry to see you go.

Why do you want to be removed?

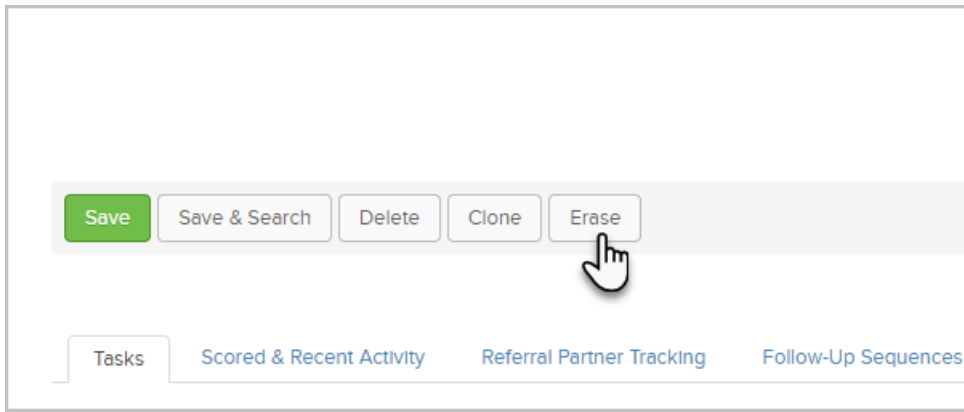
- I no longer want to receive these emails
- I did not request emails from this sender
- This email is spam and should be reported

Additional comments

What action would you like to take?

- Unsubscribe and revoke permission to market to this email address
- Revoke permission to use any of my personal data.
All personal data not legally necessary will be erased. [More information](#)

- The Erase button will no longer be available on the contact record.



How should I handle requests to be forgotten?

If a contact requests you anonymize or delete their data, you have two options to complete this request:

1. Remove all personally identifiable information by editing the requestor's contact record to maintain depersonalized general information for reporting purposes

Or

2. Delete the contact entirely
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