Permanently Delete Responses
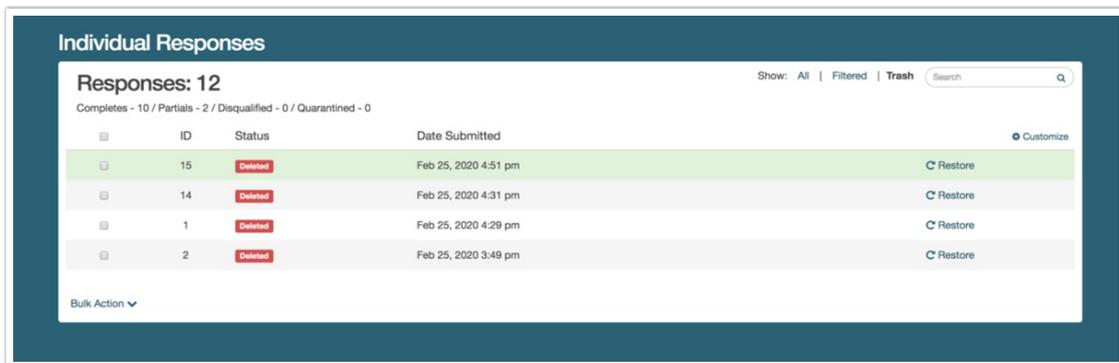
> _Account Administrators_ as well as users' provisioned a _custom role_ by the Administrator are able to permanently delete data.

Permanently deleting individual responses is a multi-step process. Before proceeding, it is important to note the differences between _Trash_ and _Permanent Deletion_.

Trash

Responses can be viewed via **Results > Individual Responses**.

When a response is initially "deleted", it is placed in the **Trash** (similar to a computer's trash bin). At this point, the response is **not** permanently deleted and **can be restored:**

Permanent Deletion

Once a response has been moved to the trash, it is placed in the _Trash_ view. From the Trash, the response can then be permanently deleted. Once permanently deleted, **a response cannot be recovered - this process is irreversible.**

Move Responses to Trash

> When you delete a response from the Individual Responses tab, the response is placed in the **Trash**. You then have the option to **Permanently Delete** the response from the **Trash** view.
>
> Once permanently deleted, responses cannot be recovered.

➕ Move Responses One-by-One to Trash

➕ Move Multiple Responses to Trash

➕ Move all Responses to Trash

Restore Responses in the Trash

Deleted responses can be restored by clicking the **Trash** above the list of responses to the left of the search bar. This will display all responses that have previously been trashed. *This does not apply to responses that have since been permanently deleted.*
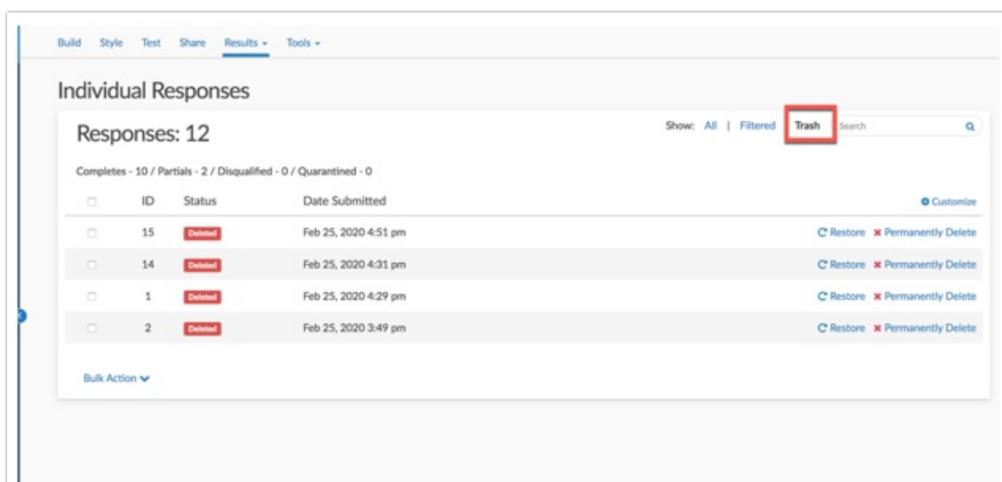

There are several options for restoring responses that are in the trash. This will make responses readily available for reporting again.

➕ Restore Responses One by One

➕ Restore Multiple Responses

➕ Restore All Trashed Responses

Permanently Delete Responses

Any responses that are currently "deleted" reside in the **Trash** under **Results > Individual Responses**. Responses in the Trash view can be restored and as such are not permanently deleted. If permanently deletion is necessary for responses, it is available on this page by selecting **Trash:**

As with other actions on the Individual Responses tab, there are several options for permanently deleting responses. Before permanently deleting responses, there are a few important things to be aware of.

Deleting responses permanently will:

In order to confirm the permanent deletion, provide the password used to log into SurveyGizmo

➕ Permanently Delete Responses One by One

➕ Permanently Delete Multiple Responses

Considerations

There are several features in SurveyGizmo that allow you to view/incorporate data from multiple surveys. When moving data to the trash (or permanently deleting), consider that the data might be used in one of the following features:

- Combined Reporting
- Insights Canvas
- Homepage Charts

We recommend removing any surveys that are referenced in any of the above. If a survey is not removed, a notification will show in each of the above features indicating that one or more of the data sources has been moved to the trash, or permanently deleted.

FAQs

I don't see the option to Permanently Delete.

This likely means that you are not an Account Administrator. Only Account Administrators can permanently delete data.

I permanently deleted a response accidentally, can it be restored?

Once a response is permanently deleted, there is **NO** recovery method. The SurveyGizmo Support team will NOT be able to help you restore these responses or associated data.

If I permanently delete all responses, does the response ID count reset?

The response ID count (#) does not reset when all responses have been deleted. If you had 100 responses and permanently deleted them all, the next collected responses would be assigned an ID # of 101.

What information is deleted when a response is permanently deleted?

The following information is removed when an individual response is permanently deleted:

- The supplied responses (answers to survey questions & data collected on the survey)
- Files associated with these responses
- All other data associated with these responses

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