

Delete someone's form messages when they ask

Find and delete the messages a person sent through your forms, and remember the copies that live elsewhere, such as your inbox.

Now and then a customer writes: "Please delete what I sent you." You can remove their messages from the list your site keeps. Here is how, and what that does and doesn't cover.

Whether you must delete, and how quickly, depends on the rules that apply to you. We can't give legal advice, so check with your lawyer. For the bigger picture, see [Handle a customer's privacy request](#).

Steps

1. Log in to your site editor.
2. In the side panel, click **More**, then **Settings**.
3. Click **Manage Form Responses**.
4. Click the tab for the form they used.
5. Type their name, email address or another exact detail in the **Search responses** box. The search needs an exact match, so try more than one spelling.
6. Find each of their rows and use the delete option on it.
7. Search again to be sure nothing is left, and check the other form tabs.

You can also reach the same list from your site dashboard: click **Form Responses**, then **Manage Responses**.

Copies that stay behind

Deleting a row clears it from your site's list. It doesn't clear copies that already exist elsewhere:

- The emails the form sent to you.
- Any file you downloaded with **Export to CSV**.
- Rows saved to a Google Sheet, if you connected one.
- Any automatic reply the customer received.

Delete those yourself if you've agreed to delete everything.

Tips

- Reply to the customer once it's done. A short, polite note is plenty.
- Keep a note of the date and what you removed.
- If you aren't sure the person is who they say they are, ask them to write from the email address they used on the form.

Need a hand?

Email hello@zossoz.com with your business name, the form, and the exact name or email to remove, and we'll help. We reply within one business day. See [Request a change](#).

Related guides: [Handle a customer's privacy request](#) · [See and download your form messages](#) · [Add a privacy page to your site](#) · [Add a consent checkbox to a form](#)

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