

Email recipients

Recipient Status

The *Email Recipients* page allows you to perform a variety of functions on subscribers who have an email associated with their profile. Emails are first managed depending on a recipient status: Subscribed, Pending, Unsubscribed and Bounced. Go to *Recipients > Emails* and choose one from the 4 tabs at the top of the page.

The *Bounces* tab offers detailed reports both for collective email recipients or an individual recipient based on a group, filter and/or [type of bounce](#). You can even create new groups based on the type of bounce for statistical / reporting purposes.

Subscribed

Recipients / Email / Subscribed

Subscribed Pending Unsubscribed Bounces

Total email subscribers **40**

Filter by

Email

Country code

Mobile number

RESET

SEARCH



Subscribed from

To

Include groups



Exclude groups



Apply filters



Match fields



Recipients selected **40**

MOVE / COPY

EXPORT

UNSUBSCRIBE

Recipient search

Once you've chosen the status, you can do a simple search by entering an email or do more advanced searches based on a group, filter and/or even subscription status date by clicking on *Search*.

The recipient search feature allows you to apply all the advanced search options available to you (groups, filters, custom fields, etc.). You can add one or more options by clicking on "+" (as in the example here below where we looked for all the recipients in the list "Test"). You can even search by subscription date, selecting a time frame.

Filter by /

Subscribed from To

Include groups 6 - TEST

Exclude groups

Apply filters

Match fields

Recipients selected 2

Select individual recipients Set columns to s

EMAIL	SMS	FIRSTNAME	LASTNAME	COMPANY	SUBSCRIBED ON	ACTION
<input checked="" type="checkbox"/> noreply@nweb.it					2014-03-12	<input type="button" value="⋮"/>
<input checked="" type="checkbox"/> padilla@mailup.it					2015-02-18	<input type="button" value="⋮"/>

Once the system has picked up one or more recipients, go to the tab "Actions" to View profile, Unsubscribe, Delete.

Unsubscription due to right to be forgotten

The **right to erasure** is one of the main novelties contained in the new **European Data Protection Regulation (GDPR)**.

"The data subject shall have the right to obtain from the controller the **erasure of personal data concerning him or her** without undue delay and the controller shall have the obligation to erase personal data without undue delay".

The platform allows unsubscribing recipients with the option "Unsubscription due to the right to be forgotten", as shown in the picture below.

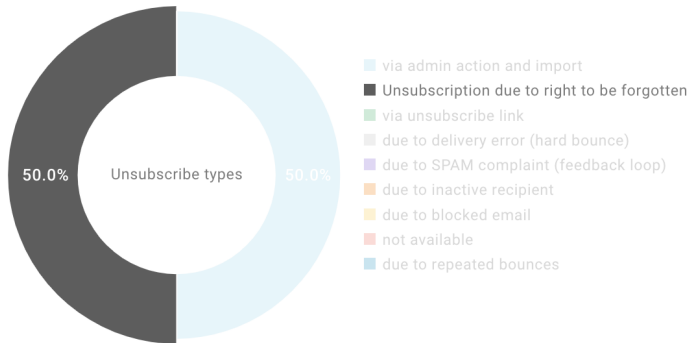
Unsubscribe recipient

Are you sure you want to unsubscribe this recipient?

Check this box if the unsubscription is due to a request for the right to be forgotten by the recipient. This action will also delete subscriber data (recipient fields). If this recipient exists on other lists, fields will be emptied on those as well.

Using this option, the data subject will be unsubscribed. All additional data collected will be deleted except for the email address and the subscription date, which can be used to demonstrate consent in the future, if needed. Such data usage is, in any case, limited to the sole purpose of demonstrating the provision of information and recording the relative consents. It will be possible at any time to go for the definitive erasure by deleting the recipient.

Recipients unsubscribed in this way can be viewed in the **Recipients > Email > Unsubscribed** page.



Manage recipients

After running a search, select MOVE / COPY to open the tab with all the actions you can do on the selection.

Recipient management

Add to this group [Add new group](#)

Remove from selected group(s) and add to

Remove from all groups and add to

Randomly select

Manage groups

The first three actions allow managing the groups assigned to the recipients you searched for.

- **Add to:** add recipients to a list group.
- **Remove from selected group(s) and add to:** remove recipients from groups entered as the search query and, optionally, add to another list or group.
- **Remove from all groups and add to:** remove recipients from all list groups they've been assigned to and, optionally, add to a list group.

For these actions, you can quickly create a new group by clicking on the + button on the right of the drop-down menu. Besides that, you can decide to act only on a random subset of recipients, enabling the "Randomly select *n* recipients" checkbox and specifying the number of recipients needed.

Other actions

- **Unsubscribe:** unsubscribe recipients from the list
- **Export:** export recipients. In the following screen, select recipients fields you want to export, choose a file name and start the export process. You'll find the new export file ready for download in *Recipients > Export > Download*.

Inactive recipients management

The inactive recipient management section allows you to disengage inactive recipients.