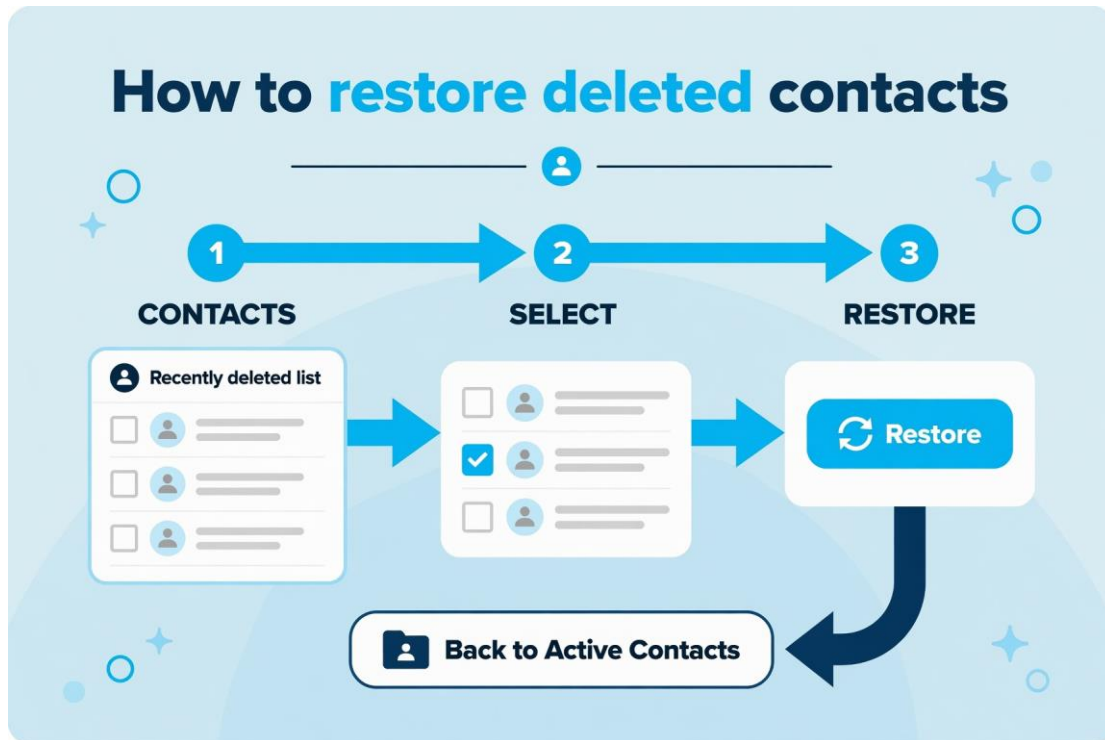


How to Restore Deleted Contacts



Introduction

Accidentally deleted the wrong segment—or ran a bulk cleanup too aggressively? On systeme.io, deleted contacts are not gone immediately. They move to a **Recently deleted** bin where you can recover them before permanent removal.

This guide follows [How to restore deleted contacts](#) and complements [How to delete multiple contacts](#) and [How to delete bounced contacts](#).

How the Deleted Contacts Bin Works

- Deleting a contact (single or bulk) sends them to **Recently deleted**, not instant erasure
- Each row shows **deletion date**, **email**, **removal method**, and scheduled **permanent deletion** date
- Typically contacts are kept **30 days** after the “deleted on” date, then permanently removed—unless an exception applies (below)
- Restore returns the contact to your active CRM list with their profile data as preserved by the platform

Your [plan](#) contact count may change when you restore—deleted contacts no longer count while in the bin; restoring adds them back to active totals.

Course & Community Access Exception

If **permanent deletion** shows “**Not applicable**,” the contact still has access to **courses or communities**. They will *not* be permanently deleted until that access is removed. You can still restore them from the bin to active CRM if needed; coordinate access in your school/community settings separately.

Step 1: Open Recently Deleted

1. Open the **CRM** tab
2. Click **Contacts**
3. On the Contacts page, click **Recently deleted**

You see every contact in the recovery window with metadata to audit what happened (manual delete, bulk action, etc.).

Step 2: Find and Select Contacts

Use left-side **filters** to narrow the list:

- **Email**—locate one address quickly
- **Deleted date**—find yesterday’s mistaken purge
- **Removal method**—see how they were deleted

Manually check the box for each contact to restore, or select multiple for a batch restore.

Step 3: Restore

Click **Restore**. Selected contacts return to your main **Contacts** list. Tags, campaign subscriptions, and custom fields depend on what was stored at deletion time—verify critical segments after restore ([add tags](#), [subscribe to campaigns](#) if needed).

When Restore Is No Longer Possible

After **permanent deletion**, the bin no longer lists the contact. Options:

1. **Manual re-add**— [How to add a contact manually](#) (only with valid consent)
2. **CSV re-import**—if you exported before deleting ([import or export a contact list](#))
3. **Support**—for edge cases, ask [systeme.io support](#); they cannot always recover data past platform retention

Prevention: export contacts before large deletes; test filters on a small tag first ([filtered delete workflow](#)).

Frequently Asked Questions

Does restore undo a full CRM wipe?

Yes for every contact still in the bin—select all visible rows and Restore. Work fast if the 30-day clock is near expiry.

Restored contacts and bounced status?

If they were bounced before delete, status may return—review [bounced status](#) before emailing again.

Delete vs restore and GDPR?

If a user requested erasure, restoring may violate that request—only restore mistaken operational deletes, not intentional data-removal requests.

Related Resources

- [How to restore deleted contacts](#)
- [How to delete multiple contacts](#)
- [How to import or export a contact list](#)
- [How to add a contact manually](#)

Manage CRM safely on [systeme.io](#) — export, filter, delete, and restore when you need a second chance.

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