

How Parents Request GDPR Information

Parents can ask for a copy of the data your club holds about them and their children from their own account. This guide shows the parent's steps, then how your club deals with the request in Settings Hub > GDPR Requests.

For parents: requesting your data

1. Open GDPR Request in My Details

- Sign in, open your account menu and click **My Details**.
- Scroll down to the **GDPR Request** section.

2. Choose the request type

- Under **Request type**, choose what the request covers. The options depend on your account, for example **Individual child**.
- If you're asked to choose a child, pick them from the list.
- Don't click **Request Deletion of Account** unless you want your account deleted. That's a separate request.

3. Click Request Data

- Click **Request Data**. The request appears in the list below with the status **Pending**, and your club is emailed to let them know.

4. Wait for the club

- Your club reviews the request and marks it complete. You'll then get an email saying your data is ready. For your security, the email doesn't contain a download link.

5. Download your data

- Go back to **My Details > GDPR Request**. The request now shows **Completed**.
- Under **Download as**, choose **Spreadsheet (CSV)** or **JSON**, then click **Download Data**.

For clubs: handling a GDPR data request

1. Open GDPR Requests (0:00)

- When a parent makes a request, your club's default email address receives a Parent Request Data email.
- In the left-hand menu, click **Settings Hub**. In the **Legal & Compliance** section, click the **GDPR Requests** card.
- Only club admins can see this page. Coaches can't open it.

The screenshot shows the A2B Manager - Demo interface. The sidebar on the left contains a user profile for 'Grok Bot' and a 'Return to Home' link. Below this is a navigation menu with 'PARENT' and 'ADMIN' sections. The 'ADMIN' section is expanded, showing options like Dashboard, Class Management, Shop (Admin View), Member Management, Financials, Settings Hub, and Quick Links. The main content area features a 'Search Receipts' form with a search bar and a 'Search' button. Below this is a table titled 'Existing Requests' with columns for REQUESTED, STATUS, DELETED, USER EMAIL, DOWNLOADED, TYPE, and DOWNLOADED. The table contains several rows of data, including requests for 'grokbot@mail.com' and 'lever'. Each row has buttons for 'Download All Data', 'Download Redacted', and 'Mark Complete'. The interface also includes a 'Documentation' link and a 'Logout' button in the bottom left corner.

REQUESTED	STATUS	DELETED	USER EMAIL	DOWNLOADED	TYPE	DOWNLOADED
16/10/2026	Pending	No	grokbot@mail.com	Never	DataAccess	No
16/10/2026	Pending	No	grokbot@mail.com	Never	DataAccess	No
01/10/2026	Pending	No	lever	Never	Delete	No
01/10/2026	Completed	Yes	lever	Never	Delete	No
01/10/2026	Cancelled	No	lever	Never	DataAccess	No
01/10/2026	Processing	No	lever	Never	Delete	No
01/10/2026	Processing	No	lever	Never	Delete	No
01/10/2026	Cancelled	No	lever	Never	DataAccess	No

2. Find the request (0:16)

- Under **Existing Requests**, each row shows the date it was **Requested**, its **Status**, the parent's **User Email** and its **Type**.
- A new data request shows as **Pending**, with the type **DataAccess**.
- Click **Refresh** if a new request isn't showing.
- To look up a particular parent's requests, type their email into **Search Receipts** and click **Search**.

The screenshot displays the A2B Manager - Demo interface. On the left is a sidebar with navigation links: Return to Home, PARENT, ADMIN, Dashboard, Class Management, Shop (Admin View), Member Management, Financials, Settings Hub, Quick Links, Documentation, and Logout. The main content area features a 'Search Receipts' section with a search bar and a 'Search' button. Below this is the 'Existing Requests' section, which includes a table of requests and a 'Download as Spreadsheet (CSV)' button. The table has columns for REQUESTED, STATUS, DELETED, USER EMAIL, DOWNLOADED, TYPE, and DOWNLOADED. The data is as follows:

REQUESTED	STATUS	DELETED	USER EMAIL	DOWNLOADED	TYPE	DOWNLOADED
16/10/2026	Pending	No	grobobot@mail.com	Never	DataAccess	No
16/10/2026	Pending	No	grobobot@mail.com	Never	DataAccess	No
01/10/2026	Pending	No	lever	Never	Delete	No
01/10/2026	Completed	Yes	lever	Never	Delete	No
01/10/2026	Cancelled	No	lever	Never	DataAccess	No
01/10/2026	Processing	No	lever	Never	Delete	No
01/10/2026	Processing	No	lever	Never	Delete	No
01/10/2026	Cancelled	No	lever	Never	DataAccess	No

3. Check the data (optional) (0:34)

- Under **Download as**, choose **Spreadsheet (CSV)** or **JSON**.
- Click **Download Redacted** to see the version the parent will get, or **Download All Data** for everything.
- The redacted version leaves out internal notes and reports that aren't shared with parents.

The screenshot displays the A2B Manager - Demo web application. The left sidebar contains navigation links for PARENT, ADMIN, and various management tools. The main content area features a 'Search Receipts' section and an 'Existing Requests' table. The table lists requests with columns for REQUESTED, STATUS, DELETED, USER EMAIL, DOWNLOADED, TYPE, and DOWNLOADED. Each row includes buttons for 'Download All Data', 'Download Redacted', and 'Mark Complete'. The 'Download as' dropdown is set to 'Spreadsheet (CSV)'.

REQUESTED	STATUS	DELETED	USER EMAIL	DOWNLOADED	TYPE	DOWNLOADED
16/10/2026	Pending	No	grobobot@mail.com	Never	DataAccess	No
16/10/2026	Pending	No	grobobot@mail.com	Never	DataAccess	No
01/10/2026	Pending	No		Never	Delete	No
01/10/2026	Completed	Yes		Never	Delete	No
01/10/2026	Cancelled	No		Never	DataAccess	No
01/10/2026	Processing	No		Never	Delete	No
01/10/2026	Processing	No		Never	Delete	No
01/10/2026	Cancelled	No		Never	DataAccess	No

4. Mark the request complete (0:45)

- Click **Mark Complete** on the request. There's no confirmation step, so check you've picked the right row.
- You'll see Request marked complete. We've emailed the parent that their data is ready. and the status changes to **Completed**.

The screenshot displays the A2B Manager - Demo web application. On the left is a sidebar with navigation links: Return to Home, PARENT, ADMIN, Dashboard, Class Management, Shop(Admin View), Member Management, Financials, Settings Hub, and Quick Links. At the bottom of the sidebar are links for Documentation and Logout. The main content area features a search bar at the top with the placeholder text 'Search by name, email, phone, class or group...'. Below the search bar is a green notification box stating 'Request marked complete. We've emailed the parent that their data is ready.' Underneath this is a 'Search Receipts' section with a text input field 'Enter email address...' and a 'Search' button. The primary section is titled 'Existing Requests' and includes a 'Download as' dropdown set to 'Spreadsheet (CSV)' and a 'Refresh' button. It contains a table with the following columns: REQUESTED, STATUS, DELETED, USER EMAIL, DOWNLOADED, TYPE, and DOWNLOADED. The table lists several requests with various statuses like 'Completed', 'Pending', 'Cancelled', and 'Processing'. Each row has associated buttons for 'Download All Data', 'Download Redacted', and 'Mark Complete' (which is highlighted in green for the 'Completed' status). A 'Delete Account' button is also visible for some rows.

REQUESTED	STATUS	DELETED	USER EMAIL	DOWNLOADED	TYPE	DOWNLOADED
16/10/2026	Completed	No	grobobot@mail.com	Never	DataAccess	Yes
16/10/2026	Pending	No	grobobot@mail.com	Never	DataAccess	No
01/10/2026	Pending	No		lever	Delete	No
01/10/2026	Completed	Yes		lever	Delete	No
01/10/2026	Cancelled	No		lever	DataAccess	No
01/10/2026	Processing	No		lever	Delete	No
01/10/2026	Processing	No		lever	Delete	No

5. What the parent receives (0:58)

- The parent receives an email saying their data is ready and asking them to sign in and go to **My Details**. There's no download link in the email.
- In **My Details > GDPR Request**, the request shows **Completed** with a **Download Data** button. They can choose a spreadsheet (CSV) or JSON.
- The parent gets the redacted version, which leaves out internal notes and reports not shared with parents. The file contains the data held when they made the request, in sections such as account, child, contacts, classes, registers, awards and emails. Empty sections are left out.

The screenshot shows the A2B Manager - Demo interface. On the left is a sidebar with a user profile for 'Grok Bot' and a menu for PARENT and ADMIN. The main area displays a 'GDPR Request' form. At the top, there's a search bar and a 'Home Address' section with fields for Address Line 1, Address Line 2, and Post Code, followed by a 'Save Changes' button. Below this is the 'GDPR Request' section, which includes a 'Request type' dropdown, a message stating 'Testy McTestface is still an active member. Every member on this account needs to be inactive before the account can be requested for deletion.', and two buttons: 'Request Deletion of Account' and 'Request Data'. A table below shows the request history with columns for Student, Request Date, Type, and Status. The first row shows a 'Completed' request for 'DataAccess' on 8/10/2026 11:46, with a 'Download Data' button. The second row shows a 'Pending' request for 'DataAccess' on 8/10/2026 11:45, with a 'Cancel Delete Request' button. A 'Download as' dropdown is set to 'Spreadsheet (CSV)'.

Student	Request Date	Type	Status
	8/10/2026 11:46	DataAccess	Completed
	8/10/2026 11:45	DataAccess	Pending

Good to know

- You can't reject or delete a data request. A parent can cancel their own request while it's still **Pending**.
- You can change the wording of both emails in your email content settings: Parent Request Data (to the club) and Data Request (to the parent).
- The club email is only sent if your club has a default email address set up.

Tip: Click **Download Receipt** in Search Receipts if you need a text record of a request for your own files.