



OnTime

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Biometric Data Removal

AirStack and OnTime Data Removal

Purpose

The purpose of this document is to outline the correct process for removing employee data from AirStack and OnTime. Employee information may need to be deleted when an individual leaves the organisation or withdraws consent for their biometric data to be used. This guide explains how each system handles data removal, how the systems interact with one another, and the steps required to ensure that employee information is fully and accurately removed across all platforms.

Removing employee data from any of the three systems (Optima, AirStack, or OnTime) will automatically initiate data deletion in other connected systems.

Optima

- **Set the employee's leaving date in Optima.**
This defines when the system should initiate the removal process.
- Optima sends an instruction to AirStack to delete the employee record once the leaving date has passed.
- AirStack then issues a deletion request to all OnTime devices associated with that customer, ensuring the employee's data is removed from every device.
- Each OnTime device deletes the employee information accordingly.
- OnTime confirms the successful deletion back to AirStack, completing the removal process.

Further information on the full removal of employee data via Optima, please see [Data Retention - Leaving Employee - eTimeclocks.uk](#)

AirStack

- **Navigate to the Employee tab** and search for the relevant employee record.
- **Remove biometric templates as required** by selecting the appropriate icon within the *Remove* column.
Each icon includes a tooltip describing the type of data that will be deleted.
- **Confirm removal of each biometric template.**
This action deletes the selected template from AirStack and instructs all OnTime devices associated with that customer to remove the biometric template for that employee

The screenshot shows the AirStack interface with a confirmation dialog box in the center. The dialog box contains the text: "clockinbupappd.allocate-cloud.com says Are you sure want to delete Fingerprint?" with "OK" and "Cancel" buttons. Below the dialog, the interface shows a search bar and a table of employees. The table has columns: User Name, Email, Employee Number, PIN Number, Role, Unique Identifier, Registration Status, Radius, Remove, SwipeAndGo, and Action. The "Remove" column contains icons for deleting a fingerprint, deleting an employee, and deleting a device. One of the fingerprint delete icons is circled in red.

- Each OnTime device deletes the employee information accordingly.
- OnTime confirms the successful deletion back to AirStack, completing the removal process.

Optionally, you can **remove the full employee record** by selecting the *Remove Employee* option.

This deletes all associated employee data from AirStack and all OnTime devices. It **does not** remove anything from Optima.

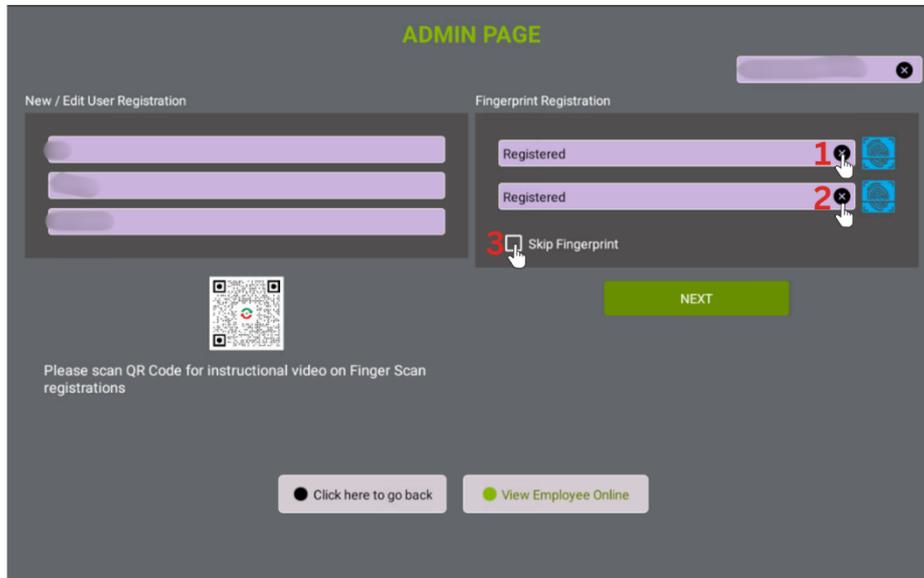
The screenshot shows the AirStack interface with the employee list table. The "Remove" column contains icons for deleting a fingerprint, deleting an employee, and deleting a device. The "Remove Employee" icon (a person with a red X) is circled in red.

OnTime (using a SmartHub FP)

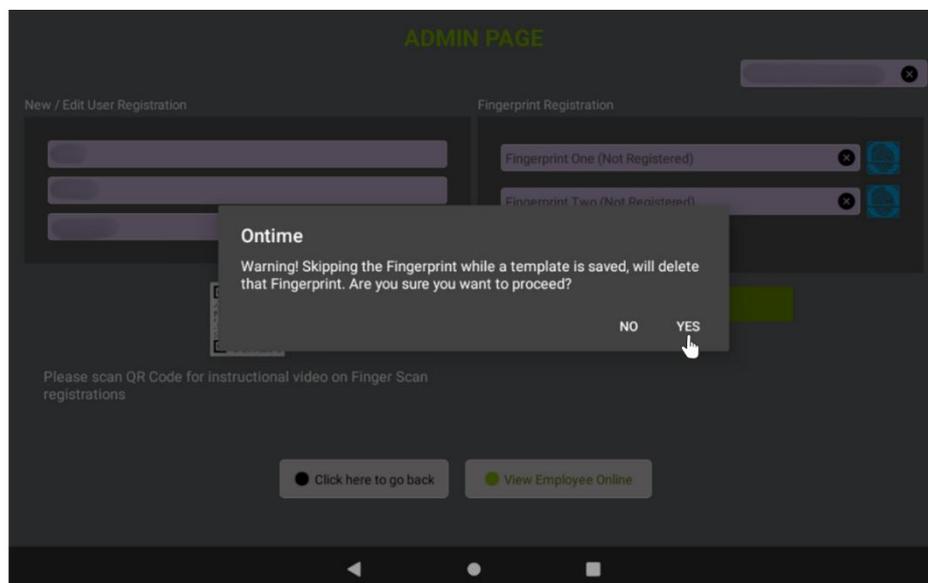
- **Enter Admin Mode** using your authorised login method (PIN, fob, or biometric).

- **Navigate to the Enrolment section** and search for the employee whose data needs to be removed.
- **Delete each fingerprint template** by selecting the “X” next to each registered fingerprint.

Note: Each employee will have two templates registered, so both must be removed.

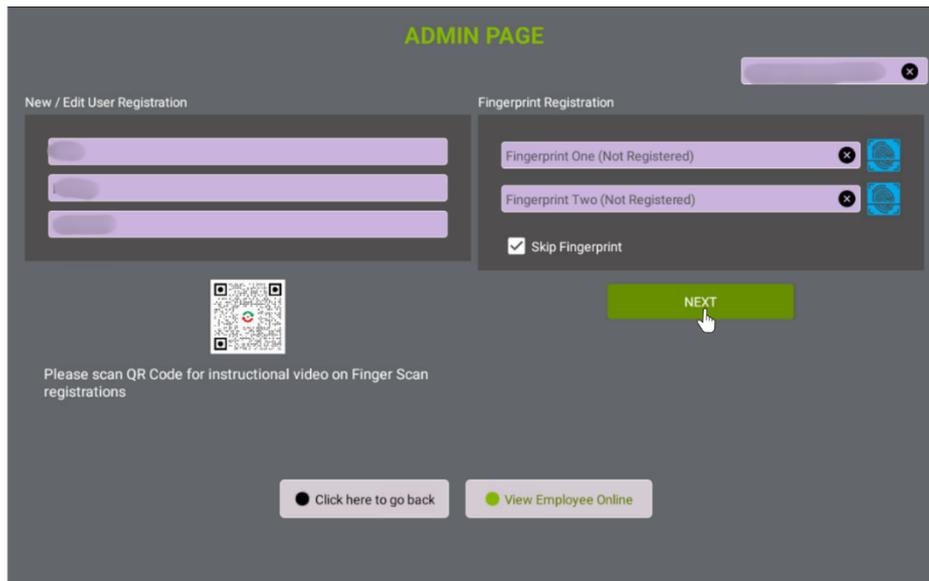


- **Select “Skip Fingerprint”** to acknowledge no fingerprint scan is required
- **Confirm the deletion** when the warning prompt appears to complete removal of the fingerprint templates.

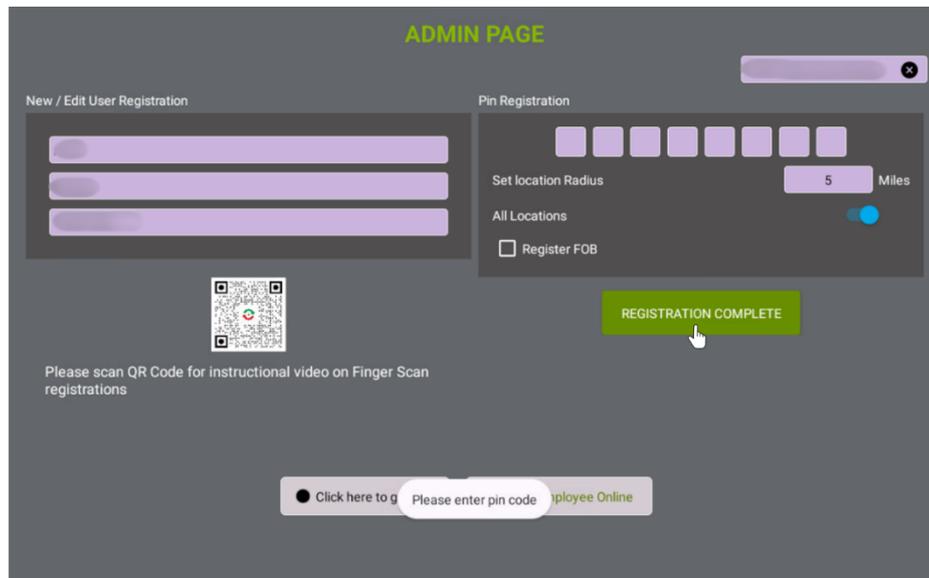


Important: the following steps must also be completed to finalise the deletion.

- **Select “Next”** to proceed.



- **Register either a PIN or a fob** (at least one method must be recorded to move forward).



- **Select “Registration Complete.”**
A confirmation message will appear, and the update will be transmitted to AirStack.
- **AirStack synchronises the update** to all other connected OnTime devices, completing the deletion process.

Note: if you are using the SmartHub FR and wish to remove a facial biometric template, an almost identical process can be done on that device.

For the SmartHub Pro, please visit [SmartHub Pro - Technical Support](#) to find the relevant instructions.

Key points:

- No biometric template information is stored within Optima. It is only stored within OnTime and AirStack
- For information on how biometric templates are stored, please see etimeclocks.uk
- Deleting data in any one system (Optima, AirStack, or OnTime) will trigger the data-removal process in the other connected systems.
 - *Exception applies when deleting data from AirStack or OnTime: these systems cannot trigger deletions in Optima.*
 - Any changes required in Optima must be performed directly in Optima.
- OnTime devices must have an active internet connection to receive or send deletion requests.
 - If a device is offline, the request is stored and processed automatically once the connection is restored.
- All connected systems and devices synchronise removal actions automatically once communication is re-established.

Workflows

