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## **NORTH HERTFORDSHIRE DISTRICT COUNCIL**

### **Retention Schedule – Customers Revenues and Benefits Information Technology (IT) Careline Customer Services Management Support Unit (MSU)**

**2023**

## Document Control

### Retention schedule

<b>Organisation</b>	North Hertfordshire District Council
<b>Title</b>	Retention schedule
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### Revision history

Revision date	Version	Previous version	Description of revision
October 2017	1.0		New document
October 2019 –February 2020	2.0	1.0	Annual review
September 2023	3.0	2.0	Review including updating of Logos

### Document approvals

This document requires the following approvals:

Sponsor approval	Name	Date
	Johanne Dufficy	2023

### Document distribution

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## Introduction

### The Council's Approach to Data Management

In response to the requirements of the General Data Protection Regulations in particular Principle (e) storage limitation: 'You must not keep personal data for longer than you need it. You need to think about and be able to justify how long you keep personal data. This will depend on your purposes for holding the data. You need a policy setting standard retention periods wherever possible, to comply with documentation requirements. You should also periodically review the data you hold, and erase or anonymise it when you no longer need the data. You can keep personal data for longer if you are only keeping it for public interest archiving, scientific or historical research or statistical purposes.

This Retention Schedule provides a generic guidance on when data should be deleted once it is no longer in use.

The Retention Schedule is regularly reviewed considering new guidance and best practice. Revisions may also be prompted by changes in legislation, formal guidance, and relevant case law.

Further information on the Data Protection Act 2018 and associated legislation, the Freedom of Information Act 2005 and Environmental Information Regulations 2004 can be found on the Information Commissioner's Office (ICO).

<https://ico.org.uk/>

The IT Department's Information Management Team has been charged with managing the Council's approach to Data Protection, Data Quality Issues, Data Sharing Agreements and Data Retention. The Information Management Team will review and manage the data retention practices within the authority and provide guidance on the legislative provisions that have a bearing on this work.

The introduction of the Data Protection Act 2018 brought about a fundamental shift in how local authorities, et al approach the acquisition, storage, use and deletion of data, particularly when it contains personal information. This change in culture, from one that resulted in the hoarding of data to one that views data as both an asset and a potential liability, continues as local authorities face competing pressures as regards their duties under Data Protection legislation and those associated with freedom of information and or Environmental Information Regulation legislation.

### Responsibilities of all officers

The appropriate management of personal data is a responsibility of all employees of North Hertfordshire District Council. Accordingly, all Officers of the Customers' directorate should take reasonable steps to ensure that personal and sensitive data is managed regarding the principles of the Data Protection Act 2018 and the content of this Policy. Any breaches of this document should be report to the Service Director, Customers, the Data Controller and the Data Protection Officer.

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## **Review of this document**

This policy will be reviewed on a regular basis to ensure that it reflects best practice. Revisions may also be prompted by changes in legislation, formal guidance, and relevant case law.

In operational problems experience in connection with the implementation of this policy should be direct to the Service Director -Customers so that remedial options can be identified in a timely fashion.

### **Revenue and Benefits:**

The Benefit Team deals with the administration and payment of Housing Benefit and Council Tax Reduction.

The Revenues Team deals with the administration and collection of all the Council's Debts. Primarily Council Tax and Business Rates.

The Systems and Technical Team includes the cashiering function.

**(Cont'd on next page)**

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
Annual billing and year end working papers	System generated reports and BOXI reports	Yes	Retain current year plus previous year then destroy	Audit Requirement	Service Director - Customers
BACS amendments and output	System generated reports	Yes	Destroy after 6 years	Financial Requirements	Service Director - Customers
Cash posting reports	System generated reports	Yes	Destroy 6 years	Financial requirement	Service Director - Customers
Committal hearing lists and Liability Order Hearing Lists	System generated reports	Yes	Destroy on or before 12 years		Service Director - Customers
Completion notices	System generated letters	Yes	Destroy after 6 years	Held on I@W for as long as the case is LIVE	Service Director - Customers
Council tax correspondence	Letters, emails, forms (online and manual)	Yes	Destroy after 6years	Held on I@W for as long as the case is LIVE	Service Director - Customers
Daily financial controls	System generated reports	Yes	Retain current financial year plus previous year then destroy	Financial requirement	Service Director - Customers
Direct debit reports	System generated reports	Yes	Destroy after 6 years	Requirement	Service Director - Customers
Housing benefit application forms, correspondence, and other related documents	Letters, emails, forms (online and manual)	Yes	Destroy after 6 years	Held on I@W for as long as the case is LIVE	Service Director - Customers
Landlord schedules	System generated reports	Yes	Destroy after 6 years	Financial requirement	Service Director - Customers

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
Reports to valuation office	System generated	Yes	Destroy after 6 years	Held on I@W for as long as the case is LIVE	Service Director - Customers
Write offs	System generated	Yes	Only retain current year and previous year	Financial requirement	Service Director - Customers
Year-end accounts and reports	System generated	Yes	Destroy after 6 years		Service Director - Customers
Year-end controls	System generated	Yes	Only retain current year and previous year		Service Director - Customers

**IT:**

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
The activity whereby standards, authorities, restraints, and verifications are introduced and maintained to manage information effectively.	Classification Schemes Registers Indexes Authorised lists of file headings	No	Permanent		Service Director - Customers
Use of CCTV	District council offices CCTV	Images only	Destroy after 14 days.	Maximum capacity for data storage	Service Director - Customers
	Hitchin museum / town hall		Destroy after 18 days.	Maximum capacity for data storage	
	Unit 3 CCTV Data		Destroy after 30 days	Maximum capacity for data storage	

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
IT Lease van	Details of van inspection, mileage usage, documents for reporting accidents	No	Reviewed annually	Annual review of documents	Service Director - Customers
Body worn cameras	Formal Enforcement Action: Fixed Penalty Notice / Simple Caution	Yes and no	1 year	Data stored in relation to individual case (see lines 1,2 and 3 above)	Service Director - Customers
	Formal Enforcement Action: Prosecution		6/7years	Data stored in relation to individual case.	
	Non evidential: Immediate Deletion		1 day	Data stored in relation to individual case.	
Requests for CCTV and/or information relating to crime	Police Enquiries, Schedule 2, Part 1(2) requests	Yes	7 years	Data stored in relation to individual case.	Service Director - Customers
	Immigration Services, Council tax enquiries, Children's Services	Yes	2 years	Data stored in relation to individual case.	
Subject Access Requests under the Data Protection Act 2018	Personal data relating to the applicant held by service areas	Yes	2 years	Data stored in relation to individual case.	Service Director - Customers

**Careline:**

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
Careline records on Answerlink system	CRM dataset	Yes	Archive after service termination	Limitation Act 1980 Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to 3 years after, or deliberately caused personal injury up to 6 years after the event) are postponed until a child reaches 18 years of age	Service Director - Customers
Careline records held as PDF documents regarding.  Adults processed through Answerlink	Client transactional documents	Yes	Delete after 7 years	Limitation Act 1980 Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to 3 years after, or deliberately caused personal injury up to 6 years after the event) are postponed until a child reaches 18 years of age	Service Director - Customers
Voice recordings between Careline Operatives and		Yes	Delete after 12 months	To give reasonable time for a coroner to	Service Director - Customers



<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
inbound callers to Answerlink system				investigate. To comply with the Investigatory Powers, Act 2016	
Careline records held as PDF documents regarding children processed through Answerlink	Client transactional documents	Yes	Delete after child reaches age of 21 subject to service termination	Limitation Act 1980 Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to 3 years after, or deliberately caused personal injury up to 6 years after the event) are postponed until a child reaches 18 years of age	Service Director - Customers
Careline VAT exemption forms	Careline VAT form	Yes	Shred immediately after scanning onto PNC	Scanned	Service Director - Customers
Careline VAT exemption forms PDF forms	HMRC VAT Exemption form	Yes	Delete 7 years after termination	The default standard retention period for HMRC records is 6 years plus current, otherwise known as 6 years + 1. This is defined as 6 years after the last entry in a record	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
				followed by first review and / or destruction to be carried out in the additional current (+1) accounting year.	
Careline paper clients' records	Careline application form	Yes	Shred after scanning	Scanning	Service Director - Customers
Careline PDF scan of client paperwork	Client set-up documents and contract	Yes	Delete 7 years after termination of contract	The default standard retention period for HMRC records is 6 years plus current, otherwise known as 6 years + 1. This is defined as 6 years after the last entry in a record followed by first review and / or destruction to be carried out in the additional current (+1) accounting year.	Service Director - Customers

### **Customer Services:**

The Customer Services (CSC) team deals with incoming enquiries regarding a wide range of services across a range of channels, including face to face, telephone, email, post, and social media. Enquiries are recorded on the corporate CRM system and dependant on the

enquiry type it will be recorded as a quick call (not recorded against an individual) an interaction or a case both of which can relate to an individual or organisation.

The CSC also deals with the administration of the Council's 3Cs (Comments, Compliments and Complaints) process which can include liaison with the Local Government Ombudsman (LGO) if a complaint is escalated.

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
3Cs comments, compliments and complaints data held on the CRM which will be recorded against a customer record	Example documents could include a scanned copy of a letter or an email attachment from a customer and/or copies of correspondence	Yes	3 years	For management of long standing or recurring complaints. LGO may request history of a complaint beyond a year	Service Director - Customers
3Cs performance reports for committee	Reports on council's website	No high – level data only	10 years	History of performance and learning from customer feedback	Service Director - Customers
Complaints which have been escalated to the Local Government Ombudsman (LGO)	Electronic record held on the CRM Hard copy files Ombudsman mailbox	Yes	3 years	History of LGO decisions to inform complaint handling improvements	Service Director - Customers
General enquiry and case related information held on the CRM relating to an individual or organisation	Interaction notes Cases Call backs	Yes	Destroy after 3 years (on an annual basis)		Service Director - Customers
Project Documentation relating to procurement of a contract	Example documents could include: market research/ testing, procurement and implementation	Yes	1 year		Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	documentation pertaining to a contract				
Details relating to pension signings	An excel spreadsheet held on the internal G: Drive containing the name of the individual and a brief description of the documents that have been checked	Yes	1 year		Service Director - Customers

**Management Support Unit:**

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
Allotments Data	Data held on colony copies of tenancy agreements	Yes	Destroy after one year of tenancy end	Reasonable time to allow for any queries after the end of tenancy	Service Director - Customers
Parking permit electronic applications	Customer completes online application	Yes	Automated deletion after 3 years	Document held for renewal purposes	Service Director - Customers
Parking permit hard copy documents, correspondence handed in at CSC	Examples could include application form, proofs such as V5c, utility bill	Yes	Shredded after electronically captured	N/A	Service Director - Customers
Parking permit email applications and documents	Examples could include application form, proofs such as V5c, utility bill	Yes	Deleted after electronically captured	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
Local Land charges email applications and correspondence	Highway replies, customer queries	Yes	Held on IOW	N/A	Service Director - Customers
Local land charges, email applications and correspondence	Search request forms, copies of plans	Yes	Held on IOW and automatically deleted after 6 years	Legal requirement	Service Director - Customers
Local Land Charges Software system (TLC)	Customer applies online	Yes	Automated deletion after 6 years	Legal requirement	Service Director - Customers
Fleet Vehicle correspondence	Agreement from supplier, service area request for vehicle, delivery	Yes	3 years	For tax reasons	Service Director - Customers
Parking PCN transaction reports	Reports from Civica used for allocation of payments to PCN cases		Destroy 6 years after transaction date	Destroyed in accordance with corporate archive procedures	Service Director - Customers
Parking expenditure and income records	Accountancy form used to allocate income to correct general ledger code	No	Destroy older than previous two complete financial years	Destroyed in accordance with corporate archive procedures	Service Director - Customers
Penalty Charge Notices (including test and cancelled)	Electronic record of PCN (including cancellation sheets for test and spoiled ticket)	Yes	4 years	To cover possible life span of PCN, customer queries and provide customer history to support persistent evaders	Service Director - Customers
Car park ticket machine audit tickets	These are generated at car park ticket machine when	No	Destroy after current financial year plus	Destroyed in accordance with	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	cash is collected by our contractor, they show the amount that should be in the machine		one financial year has expired	corporate archive procedures	
Car park ticket machine test tickets	Generated that ticket machine is working correctly	No	Destroy after current financial year plus one financial year has expired	Destroyed in accordance with corporate archive procedures	Service Director - Customers
PCN Payment posting reports	Reports from 3sixty used for allocation of payments to PCN cases	No	Destroy 6 years after date of transaction	Destroyed in accordance	Service Director - Customers
TPT Cases	NHC's submission to traffic penalty tribunal re PCNs	Yes	Destroy older than 5 years	Destroyed in accordance with corporate archive procedures	Service Director - Customers
Paper copies of PCN challenges	These are email and handwritten challenges including supporting evidence	Yes	Destroy older than 3 months	Destroyed via corporate confidential waste process	Service Director - Customers
Contract agreements (e.g., Apple Transcription)	Covered in Legal and Contract Services	N/A	5 years after the contract expires or is terminated	N/A	Service Director - Customers
Hard copy and electronic databases that record the location and occupancy of deceased individuals: Interment forms including relevant correspondence Grave grant transfer forms	Covered in Green Space Retention Schedule	N/A	Permanent	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
(memorial applications including Book of Remembrance Grave Grant Deeds (that NHDC produce) Burial Certificate / Cremation certificate Exhumation Requests Pre-Purchase requests. Mausoleum reservation requests Receipts (in receipt book) re-purchases, relinquished rights Book of Remembrance					
The process of regulation of burials and cremations	Covered in Green Space Retention Schedule	N/A	5 years after last action	N/A	Service Director - Customers
Records associated with the premises licensing	Covered in Licensing Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Records associated with the personal licensing	Covered in Licensing Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled	N/A	Service Director - Customers

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
			Crystal report		
Records relating to complaints regarding licensed premises, vehicles, or activities	Covered in Licensing Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Criminal Records Bureau (CRB) information (Now DBS)	Covered in Licensing Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Retained for the duration of the application process	N/A	Service Director - Customers
Records relating to the investigation of statutory nuisance complaints	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Records pertaining to the environmental crime	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers



<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
Animal Licensing	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
DVLA Local Authority on-line enquiry	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Statistical information relating to environmental crime	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Permanently	N/A	Service Director - Customers
Records relating to the investigation of statutory nuisance complaints	Covered in Enforcement Activity H and PP Retention Schedule – Please see Legal and Community Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Licensing and planning consultations	Covered in Enforcement Activity H and PP Retention	N/A	Semi – automated deletion following the	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	Schedule – Please see Legal and Community Retention Schedule for this		identification of redundant ACOLAID NV cases via a scheduled Crystal report		
Premises records associated with the regulation of food hygiene	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Premises records associated with the regulation of occupational health and safety	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Records relating to the investigation of food hygiene complaints	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Records relating to the investigation of occupational health and safety complaints	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	Schedule for this		a scheduled Crystal report		
Infectious disease cases	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Public burial cases	Covered in Commercial Team H and PP Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Home repair assistance grants (HRAGs)	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Renovation Grant	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
Renovation Loan	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Records pertaining to the investigation of statutory nuisance complaints	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Disabled facilities grant (DFG) - Reclaimable	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Disabled facilities grant (DFG) – Non-reclaimable.	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Regulation of HMOs	Covered in H+PP Private Sector Housing Activity	N/A	Semi – automated deletion following the	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	Retention Schedule – Please see Regulatory Retention Schedule for this		identification of redundant ACOLAID NV cases via a scheduled Crystal report		
Housing (including caravan) complaints and associated enforcement action	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Pest management and accumulation complaints	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Caravan site licensing	Covered in H+PP Private Sector Housing Activity Retention Schedule – Please see Regulatory Retention Schedule for this	N/A	Semi – automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report	N/A	Service Director - Customers
Government returns	Covered in Information Management and Compliance Retention Schedule – Please see IT Retention	N/A	2 years	N/A	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	Schedule for this				
FOI Requests	Covered in Information Management and Compliance Retention Schedule – Please see IT Retention Schedule for this	N/A	Manual deletion after 2 years	N/A	Service Director - Customers
Careline records on Jontek system	Application forms Vat forms DD forms T&C forms Correspondence for the client / contacts / professionals or on behalf client Emails Written terminations. Certificate of posting Referral forms Service agreements and charge schedules	Yes Yes Yes No Yes Yes No Yes No	Emails are deleted once data has been entered onto Jontek	Deleted in line with SLA processes	Service Director - Customers
Careline records held as PDF documents regarding adults processed	Application forms VAT forms	Yes Yes	Deleted from G:Drive or H:Drive immediately after data	Deleted in line with SLA processes	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
through NECDM (was I@W), outlook and Jontek	Direct debit forms Written terminations. Referral forms Engineer job sheets Letter to clients	Yes Yes Yes Yes Yes	has been sent or inputted		
Careline records held as PDF documents regarding children processed through NECDM (was I@W), outlook and Jontek	Application forms VAT forms Direct debit forms Written terminations. Referral forms Engineer job sheets Letter to clients	Yes Yes Yes Yes Yes Yes Yes	Deleted from G:Drive or H:Drive immediately after data has been sent or inputted	Deleted in line with SLA processes	Service Director - Customers
Careline VAT EXEMPTION FORMS		Yes	On Jontek-lays with Careline	On Jontek – lays with Careline	Service Director - Customers
Careline VAT EXEMPTION PDF FORMS		Yes	On Jontek – lays with Careline	On Jontek – lays with Careline	Service Director - Customers
Careline paper clients	Application forms VAT forms DD forms T&C forms	Yes Yes Yes Yes	Shredded after attached to Jontek	Deleted in line with SLA processes	Service Director - Customers

Activity	Examples of documents	Personal data included	Retention period	Rationale for retention period	Responsible officer
	Written forms	Yes			
Careline PDF scan of client paperwork	Application forms VAT forms DD forms T&C forms Written forms. Engineer signs off sheet	Yes Yes Yes Yes Yes Yes	On Jontek – lays with Careline	Deleted in line with SLA processes	Service Director - Customers
Mail merge for 1 week	Excel spreadsheet	Yes	Deleted straight after forms sent.	Deleted in line with SLA processes.	Service Director - Customers
Status update reports	Excel spreadsheet	Yes	1 week	To allow follow ups to be carried out a logged on Jontek	Service Director - Customers
Battery reports	Excel spreadsheet	Yes	1 week	To allow follow ups to be carried out a logged on Jontek	Service Director - Customers
Unit failure reports	PDF	No	1 week	To allow follow ups to be carried out a logged on Jontek	Service Director - Customers
New referral reports	PDF	No	1 week	To allow follow ups to be carried out a logged on Jontek	Service Director - Customers



<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
HES clients spreadsheet	Excel spreadsheet	No	1 week	N/A	Service Director - Customers
Procedures/check lists and policy records	Word documents	No	Updated as required but not deleted. Updated as required but not deleted.	N/A	Service Director - Customers
KPI/SLA and development program	Word document	No	Updated as required but not deleted.	N/A	Service Director - Customers
FAQS	Website	No	Updated as required but not deleted.	N/A	Service Director - Customers
Letter templates	Word document	No	Updated as required but not deleted.	N/A	Service Director - Customers
Invoices until they have been paid.	Integra scan doc	No	N/A	Lays with accounts	Service Director - Customers
Credit request forms until they have been processed with accounts.	Email	No	1 week	To allow procedures to be carried out	Service Director - Customers
Write off invoice forms until sent to accounts.	PDF reports	No	1month	To allow for sign off at the end of each month.	Service Director - Customers
Application forms until scanned to client record on Jontek	PDF reports	Yes	Immediately after data has been sent or inputted.	Deleted in line with SLA processes	Service Director - Customers

<b>Activity</b>	<b>Examples of documents</b>	<b>Personal data included</b>	<b>Retention period</b>	<b>Rationale for retention period</b>	<b>Responsible officer</b>
Service agreements and charge schedules	PDF reports	No	Immediately after data has been sent or inputted.	Deleted in line with SLA processes	Service Director - Customers