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**NORTH HERTFORDSHIRE DISTRICT COUNCIL**

**Retention Schedule – Customers**

**Revenues & Benefits  
Information Technology (IT)  
Careline  
Customer Services  
Management Support Unit (MSU)**

**February 2020**

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**Document Control****Retention Schedule**

<b>Organisation</b>	North Hertfordshire District Council
<b>Title</b>	Retention Schedule
<b>Author</b>	Directorate - Customers
<b>Filename</b>	NHDC
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<b>Revision Date</b>	<b>Version</b>	<b>Previous Version</b>	<b>Description of Revision</b>
October 2018	1.0		New document
December 2018	1.1	1.0	CCTV retention date updated
October 2019 – February 2020	2.0	1.1	Annual review

**Document Approvals**

This document requires the following approvals:

<b>Sponsor Approval</b>	<b>Name</b>	<b>Date</b>
	Howard Crompton	07/02/2020

**Document Distribution**

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## 1. 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 in light of 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) and the Department of Environment Food and Rural Affairs (DEFRA) websites:-

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

<http://www.defra.gov.uk/corporate/policy/opengov/eir/guidance/index.htm>

The IT Department's Information & Asset 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 & Asset 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 law.

### **3. 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 with regard to 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 and the Data Controller without delay.

Howard Crompton – Service Director – Customers - [Howard.Crompton@north-herts.gov.uk](mailto:Howard.Crompton@north-herts.gov.uk)

Howard Crompton – Data Controller - [DataController@north-herts.gov.uk](mailto:DataController@north-herts.gov.uk)

### **4. 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.

Any 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 & 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.

<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 & year end working papers	System generated reports & BOXI reports	Yes	Retain current year plus previous year then destroy	Audit Requirement	Service Director - Customers
BACS amendments & output	System generated reports	Yes	Destroy after 6 years	Financial Requirement	Service Director - Customers
Cash posting reports	System generated reports	Yes	Destroy after 6 years	Financial Requirement	Service Director - Customers
Committal hearing lists & Liability Order Hearing Lists	System generated reports	Yes	Destroy on or before 12 years	Have to be able to prove orders are granted, recovery can go back this far	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 6 years	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	System generated	Yes	Destroy	Financial	Service

reports	reports		after 6 years	Requirement	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
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 & reports	System generated	Yes	Destroy after 6 years		Service Director - Customers
Year end controls	System generated	No	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	Classification Schemes Registers Indexes Authorised Lists of File Headings	No	Permanent.		Service Director - Customers

maintained to manage information effectively.					
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	
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 & No	1 year	Data stored in relation to individual case (see lines 1,2 and 3 above)	Service Director - Customers
	Formal Enforcement Action: Prosecution		6/7 years	Data stored in relation to individual case	
	Non evidential: Immediate Deletion		1 day	Data stored in relation to individual case	

**Careline:**

Activity	Examples of Documents	Personal Data Included	Retention Period	Rationale for Retention Period	Responsible Officer
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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	Service Director - Customers



				until a child reaches 18 years of age	
Voice recordings Between Careline Operatives and Inbound Callers to Answerlink system.		Yes	Delete after 12 months	To give reasonable time for a coroner to investigate. To comply with the Investigatory Powers Act 2016.	Service Director - Customers
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 Act1980 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 PDF forms	HMRC VAT Exemption Form	Yes	Delete 7 years after termination.	The default standard retention period for HMRC	Service Director - Customers

				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.	
Careline Paper Clients records	Careline Application Form	Yes	Shred after scanning	Scanned	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	Service Director - Customers

				year.	
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### **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 to the LGO.

<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 Councils 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, including:	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 documentation pertaining to a contract.	No – business data only	Refer to corporate schedule for contract management retention dependant on type of contract award.		Service Director - Customers
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:**

<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>
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	Service Director - Customers

				end of tenancy	
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 Electronic post and correspondence	Examples could include application form, proofs such as V5c, utility bill	Yes	Deleted from IOW after 2 years	For renewal purposes	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
Local Land Charges Email applications and correspondence	Highway replies, customer queries	Yes	Deleted after electronically captured	N/A	Service Director - Customers
Local Land Charges Postal 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 notices, info from leasing company i.e costs	Yes	3 years	For tax reasons	Service Director – Customers
Parking PCN Transaction Reports	Reports from Civica used for allocation of payments to PCN cases	Yes	Destroy 6 years after transaction date	Destroyed in accordance with corporate	Service Director – Customers

				archive procedures	
Parking Expenditure & 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 tickets)	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 cash is collected by our contractor, they show the amount that should be in the machine	No	Destroy after current financial year plus one financial year has expired	Destroyed in accordance with corporate archive procedures	Service Director – Customers
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 Receipts	Generated by cashiers following receipt of cheque	Yes	Destroy 6 years after date of receipt	Destroyed in accordance with corporate archive procedures	Service Director – Customers
PCN Payment Posting Reports	Reports from 3Sixty used for allocation of payments to PCN	No	Destroy 6 years after date of	Destroyed in accordance	Service Director – Customers

	cases		transaction	e with corporate archive procedures	
TPT Cases	NHDC'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 incl relevant correspondence Grave grant transfer forms ( Memorial applications incl Book of Remembrance Grave Grant Deeds (that NHDC produce) Burial Certificate / Cremation certificate Exhumation Requests Pre-Purchase requests	Covered in Green Space Retention Schedule	N/A	Permanent	N/A	Service Director – Customers

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 & 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 & 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 relating to complaints regarding licensed premises, vehicles or activities	Covered in Licensing Retention Schedule – Please see Legal & 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 & 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&PP Retention Schedule – Please see Legal & 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&PP Retention Schedule – Please see Legal & 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
Animal licensing	Covered in Enforcement Activity H&PP Retention Schedule – Please see Legal & 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&PP Retention Schedule – Please see Legal & 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&PP Retention Schedule – Please see Legal & Community Retention Schedule for this	N/A	Permanently held	N/A	Service Director – Customers
Records relating	Covered in	N/A	Semi-	N/A	Service

to the investigation of statutory nuisance complaints	Enforcement Activity H&PP Retention Schedule – Please see Legal & Community Retention Schedule for this		automated deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report		Director – Customers
Licensing and planning consultations	Covered in Enforcement Activity H&PP Retention Schedule – Please see Legal & 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
Premises records associated with the regulation of food hygiene	Covered in Commercial Team H&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&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&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&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
Infectious disease cases	Covered in Commercial Team H&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&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

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 Retention Schedule – Please see Regulatory Retention Schedule for this	N/A		N/A	Service Director – Customers
Housing (including	Covered in H&PP Private Sector Housing	N/A	Semi-automated	N/A	Service Director –

caravan) complaints and associated enforcement action	Activity Retention Schedule – Please see Regulatory Retention Schedule for this		deletion following the identification of redundant ACOLAID NV cases via a scheduled Crystal report		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 & Compliance Retention Schedule – Please see IT Retention Schedule for this	N/A	2 years	N/A	Service Director – Customers
FOI requests	Covered in Information Management & Compliance Retention Schedule – Please see IT Retention Schedule for this	N/A	Manual deletion after 2 years	N/A	Service Director – Customers
Caroline records on Jontek system	Application forms VAT forms DD forms T&C forms Correspondence for	Yes Yes Yes No Yes	Emails are deleted once data has been entered onto Jontek	Deleted in line with SLA processes	Service Director – Customers

	the client/contacts/professionals or on behalf client				
	Emails	Yes			
	Written terminations	Yes			
	Certificate of posting	No			
	Referral forms	Yes			
	Service agreements and charge schedules	No			
Careline records held as PDF documents regarding Adults processed through Anite, Outlook and Jontek	Application forms	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
	VAT forms	Yes			
	Direct Debit forms	Yes			
	Written terminations	Yes			
	Referral forms	Yes			
	Engineer job sheets	Yes			
	Letter to clients	Yes			
Careline records held as PDF documents regarding Children processed through Anite, Outlook and Jontek	Application forms	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
	VAT forms	Yes			
	Direct Debit forms	Yes			
	Written terminations	Yes			
	Referral forms	Yes			
	Engineer job sheets	Yes			
	Letter to clients	Yes			
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 records	Application forms	Yes	Shredded after	Deleted in line with	Service Director –

	VAT forms Direct Debit forms T&C forms Written forms	Yes Yes Yes Yes	attached to Jontek	SLA Processes	Customers
Careline PDF scan of client paperwork	Application forms VAT forms Direct Debit forms T&C forms Written forms Engineer Sign off sheet	Yes Yes Yes Yes Yes No	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	No	1 week	To allow follow ups to be carried out and logged on Jontek	
Battery reports	PDF	No	1 week		
Unit failure reports	PDF	No	1 week		
New referral reports	Excel spreadsheet	Yes	1 week		
HES clients spreadsheet	Excel spreadsheet	Yes		To allow for look up of old HES clients	
Procedures/check lists and policy records	Word documents	No	Updated as required but not deleted	N/A	
KPI/SLA and development program	Word document	No	Updated as required but not deleted	N/A	
FAQ's	Website	No	Updated as required but not deleted	N/A	

Letter templates	Word documents	No	Updated as required but not deleted	N/A	
Invoices until they have been paid	Integra scan doc	No		Lays with Accounts	
Credit request forms until they have been processed with accounts	Email	No	1 week	To allow procedures to be carried out	
Write off invoice forms until sent to accounts	PDF reports	No	1 month	To allow for sign off at the end of each month	
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 agreements and charge schedules	PDF reports	No	Immediately after data has been sent or inputted	Deleted in line with SLA processes	