



North Warwickshire Citizens Advice Data Retention Policy

This retention policy forms part of the Information Risk Policy of North Warwickshire Citizens Advice.

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What does the UK General Data Protection Regulation say about retaining information?

Article 5 e of the UK GDPR states 'personal data must be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed [...]'.

As with the Data Protection Act 2018, the UK GDPR does not prescribe a minimum or maximum length of time that personal data should be kept. This is because how long is appropriate is entirely dependant on the purpose to which the data is used.

1. Introduction

North Warwickshire Citizens Advice holds a great deal of important information that is crucial to the running of the organisation. Data we hold must be available and accessible and usable upon demand by an authorised entity. It is important that any personal data is securely erased or anonymised when the purposes for which it is kept no longer exist, in order to comply with the UK GDPR.

2. Scope

The Data Retention Policy applies to data held by all members of the workforce regardless of the form in which it is held. It applies throughout the lifecycle of the information from creation through storage and utilisation to disposal.

The policy applies to all members of the workforce who are given access to data held by North Warwickshire Citizens Advice. It includes all devices including removable media/portable devices, devices authorised under a 'bring your own device' policy and paper-based records.

With regard to electronic systems, it applies to use of North Warwickshire Citizens Advice owned facilities and privately/externally owned¹ systems when connected to the Citizens Advice network directly or indirectly. The policy applies to all North Warwickshire Citizens Advice owned/licensed data and software, be they loaded on North Warwickshire Citizens Advice or privately/externally owned systems, and to all data and software provided to North Warwickshire Citizens Advice by sponsors or external agencies.

3. Policy awareness and guidance on data retention

The Data Retention Policy will be made available to all members of the workforce via North Warwickshire company SharePoint.

Please refer to the Appendix at bottom of this document to find out how long certain types of data are to be retained.

4. Disposal of Information

¹ 'Owned' is deemed to include leased, rented or on-loan

North Warwickshire Citizens Advice workforce members have an obligation to dispose of personal, confidential and business critical information in a secure manner. This includes ensuring that all backups and copies are included in the destruction of records.

5. Legal and Contractual Requirements

North Warwickshire Citizens Advice will abide by all relevant legislation related to the holding and processing of information. In particular, data protection legislation defined as; (i) unless and until the GDPR is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998.

6. Responsibilities

The Senior Information Risk Officer is responsible for the Data retention policy. The Senior Information Risk Officer is Lorraine Verrall.

IAO (Information Asset Owners), are responsible for ensuring that information used is managed and used in accordance with the Data Retention Policy.

Any member of the workforce who is concerned around data retention concerning an information asset should report to their manager or the information asset owner.

7. Third party contractors

North Warwickshire Citizens Advice should have appropriate contracts with third parties who are storing, processing or transmitting data covered by this policy so that the applicable retention period is adhered to.

8. Maintenance

The Data Retention Policy will be monitored and maintained and reviewed at least annually and whenever a significant event occurs which requires its revision. North Warwickshire Citizens Advice should also regularly audit and monitor their approach towards the secure disposal of data.

Appendix A

Type of record	Retention period
Personnel files of employed and volunteer staff including training records and notes of disciplinary and grievance hearings	6 years from the end of employment
Application forms/interview notes for paid and volunteer staff (including unsuccessful applications)	1 year from the date the application was received
Facts relating to redundancies where less than 20 redundancies	6 years from the date of redundancy
Facts relating to redundancies where 20 or more redundancies	6 years from the date of the redundancies
Payroll records, Income Tax and NI Returns, including correspondence with tax office	At least 3 years after the end of the tax year to which the records related
Statutory Maternity and Paternity pay, Shared Parental leave and adoption Pay records and calculations	3 years after the end of the tax year in which the maternity period ends
Statutory Sick Pay records and calculations/Sickness records	<p>There is no longer a specific statutory retention period.</p> <p>It is advisable to keep records for 6 years after the employment ceases. For example, if there were to be a contractual claim for breach of an employment contract.</p>
Wages and salary records (including overtime and records of staff and volunteer expenses)	6 years

Individual pension entitlement and contribution history	12 years after benefit ceases
On-site records of individuals using the premises including visitor sign in books and CCTV footage	6 months
DBS checks for staff and volunteers	6 years after end of employment
Accident books, and records and reports of accidents	3 years after the date of the last record entry If the accident involves a child / young adult, then 3 years after that person reaches the age of 21
Health Records for staff and volunteers	During employment/ volunteer engagement
Health Records where reason for termination of employment is connected with health, including stress related illness	6 years
Examination, testing, monitoring and control records:	Review 5 years after last action
Medical records kept by reason of the Control of Substances Hazardous to Health Regulations 1999	40 years
Health and Safety Training, guidance and instructions: Risk assessment reports and reviews: Building related risk assessments	Review 3 years from date superseded The HSE recommends 40 years for personal records http://www.hse.gov.uk/health-surveillance/record-keeping/index.htm A recent example is the

	claim relating to exposure to asbestos dating back a number of years with no records available.
Contractual records	6 years
Grant agreements with Citizens Advice	6 years
References received for staff and volunteers	1 year
Annual leave records	2 years
Annual appraisal/assessment records Volunteer supervision notes	5 years 3 months after volunteer leaves
Records relating to promotion, transfer, training, disciplinary matters	6 years after employment ceases
References given information to enable references to be provided	5 years from reference/ end of employment
Summary of record of service eg: name, position held, dates of employment	10 years from end of employment

Client Records

North Warwickshire Citizens Advice are joint data controllers with national Citizens Advice in relation to client records stored on some Citizens Advice CRM systems e.g Casebook. In these cases North Warwickshire Citizens Advice will follow the national client data retention policy.

Adopted

Reviewed