

CITIZENS ADVICE TAUNTON DATA RETENTION POLICY

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

Article 5e of the 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 DPA, the 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 dependent on the purpose to which the data is used.

1. Introduction

Citizens Advice Taunton 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 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 Citizens Advice Taunton. 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 Citizens Advice Taunton owned facilities and privately/externally owned¹ systems when connected to the

Citizens Advice network directly or indirectly. The policy applies to all Citizens Advice Taunton owned/licensed data and software, be they loaded on Citizens Advice Taunton or privately/externally owned systems, and to all data and software provided to Citizens Advice Taunton by sponsors or external agencies.

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

3. Policy awareness and guidance on data retention

The Data Retention Policy will be made available to all members of the workforce via HR system.

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

Citizens Advice Taunton 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.

Guidance around data disposal is available to all staff on [BMIS](#)

Any data category which is not referred to in this policy should be referred to the Senior Information Risk Owner.

5. Legal and Contractual Requirements

Citizens Advice Taunton 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 Jon Shoemith, Chief Officer.

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 IAO.

7. Third party contractors

Citizens Advice Taunton 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. Citizens Advice Taunton should also regularly audit and monitor their approach towards the secure disposal of data.

Appendix A- retention periods

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	1 year from the date of the job advertisement
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	7 years after the end of the tax year to which the records related
Statutory Maternity 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>Advise keep records for a minimum of 3 months after the sickness ends.</p>
Wages and salary records	6 years
Individual pension entitlement and contribution history	As long as there is a member or dependant liability

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 entry
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 from end of employment/volunteer engagement
Employment tribunals / settlements	12 months after the date of appeal
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
Records relating to accident or injury at work	12 years

Client Records

Citizens Advice Taunton are data controllers in common with Citizens Advice in relation to client records stored on some Citizens Advice CRM systems eg Casebook. In these cases Citizens Advice Taunton should follow the client data retention schedule below.

Low risk	6 years	All client records apart from the high risk categories below.
High risk	16 years	Any case that has been subject to a serious complaint, insurance claim or other dispute.
		Any case relating to building works or surveyors' reports on the purchase of property or relating to property.
		Any case which Citizens Advice consider to be a substantial risk, where the sums of money involved are, for example, in excess of £10,000 or where the advice given was especially complex, or where Citizens Advice are otherwise concerned that the case is unusual.

