

**Retention Schedule – Civica – Benefits**

**Note: This Retention Schedule applies to all data held in any format (i.e. paper, electronic etc)**

FUNCTION	Description of Types of Records	Location(s)	Retention Period and Action	Justification	Personal Data	Notes
Housing Benefit and Council Tax Support	Application forms (includes scanned copy of IEG4 e-form)	Civica OpenRevenues and Civica W2	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Online application forms	IEG4	31 days <i>Complete forms</i>  31 days <i>Incomplete forms</i>	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Paper application forms	Business Support office	8 weeks	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, health	Compliant with retention schedule as they are destroyed after scanning process

					information as required to accurately calculate entitlements and administer benefits	
Housing Benefit and Council Tax Support	Notices of change in circumstances (includes scanned copies of email changes in circs and on-line changes in circs)	Civica OpenRevenues and Civica W2	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Email notices of change in circumstances	Customer Services and Benefits email boxes	1 month	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Online notices of change in circumstances	Jadu	30 days for: <i>Name, address, email address, telephone number</i> 14 days for: <i>Claim number</i>	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

			7 days for: <i>Date of birth, NINO, bank details</i>		entitlements and administer benefits	
Housing Benefit and Council Tax Support	Paper notices of change in circumstances	Business Support office	8 weeks	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule as they are destroyed after scanning process
Housing Benefit and Council Tax Support	Verbal notices of change in circumstances	Rostrvm	1 year 1 month	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	ATLAS and RTI records	Civica OpenRevenues	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Housing Benefit and Council Tax Support	Access to data in DWP C.I.S system	Civica W2	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	SHBE data shared with DWP	Civica OpenRevenues	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Data is PGP encrypted and compliant with retention schedule. There are automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Benefit cap notices from and to DWP	Civica OpenRevenues, individual email boxes	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Welfare reform impact data	R: drive	6 years plus current	Task carried out in public interest or exercise of official authority	Personal data including name, NINO, address, benefits information	Compliant with retention schedule with manual process in place to delete data once retention limit has been reached

Housing Benefit and Council Tax Support	Universal Credit notices from DWP	Civica W2	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, benefits information	Compliant with retention schedule with manual process in place to delete data once retention limit has been reached
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