

**Retention Schedule – Civica – Council Tax, Business Rates and Corporate Income**

**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
Council Tax/ NDR	Application forms Paper and on line application forms  Discount and Exemption forms	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 liable charge for Council Tax payable	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NDR /Corporate Income	Written forms, online forms  Notification new liability, change of address	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, as required to accurately calculate entitlements and administer liable charge for Council Tax payable	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NDR / Corporate Income	Completed forms  Financial forms DD forms	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 for enable recovery of monies due.	Compliant with retention schedule as they are destroyed after scanning process

Council Tax/ NNDR / Corporate Income	Email notices of change in circumstances	Customer Services and Revenues email boxes	1 month	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, as required to accurately calculate liable charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR /Corporate Income	Online notices of change in circumstances	Jadu	30 days for: <i>Name, address, email address, telephone number</i>  14 days for: <i>Account reference</i>  7 days for: <i>Date of birth, NINO, bank details</i>	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR / Corporate Income	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, address, contact details, financial information, health information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Council Tax/ NDR	Court Records Summons Liability documentation Magistrates signature sheet Warrant of arrest documents.	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ Corporate Income	Attachment to earnings or benefit,	Civica OpenRevenues and Civica W2	6 years plus current	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 liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NDR / Corporate Income	External Information from Enforcement Agents (returns)	Civica OpenRevenues and Civica W2	6 years plus current	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 liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NDR / Corporate Income	Data matching information from External Agents, Locta, Call Credit NFI data matching	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Council Tax/ NDR	Valuation Schedule	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ Corporate Income	Remittance advices, from housing association's.	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ Corporate Income	DWP Schedules Information relating to recovery from benefits.	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NDR / Corporate Income	Recovery reports Write Off / Refund	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Council Tax/ NDR / Corporate Income	General Information letters form Insolvency / Bankruptcy / DRO	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax / NDR	Visiting Compliance reports	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
NDR	Relief applications	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Corporate Income	Invoices	R Drive	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Systems Team	Alddis returns	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Systems Team	DD extracts / payment runs	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Systems Team	Financial Transactions Refunds, Write-offs	Civica OpenRevenues and Civica W2	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Business Support Team	All Pay cards (where applicable)		1 year	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, information, information as required to enable customer to pay charges	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached