

Retention Schedule – Civica – Customer Services

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
Customer Service	Telephone recordings	Rostrvm telephony system	Automatic deletion after 13 months	Business requirement which is adequate, necessary and not excessive	Can include both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to confirm identity and resolve customer enquiries	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached. Retention schedule under review to ensure it meets business needs of all departments but is not excessive.
Customer Service	Online forms	Jadu	Automatic deletion after a maximum of 30 days	Business requirement which is adequate, necessary and not excessive	Can include both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached.

Customer Service	Incoming customer emails	Outlook	Manually deleted once the email has been replied to	Business requirement which is adequate, necessary and not excessive	Can include both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to confirm identity and resolve customer enquiries	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached.
Customer Service	Replies to customer emails	Outlook	Automatic deletion after six months	Business requirement which is adequate, necessary and not excessive	Can include both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to confirm identity and resolve customer enquiries	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached.

Customer Service	Letters to customers- either advising they are subject to a time limited ban from contacting us by certain methods or warning them this will happen if their behaviour does not change	R- Drive	Two years- review	Business requirement which is adequate, necessary and not excessive	Personal data- name, address and potentially reference number	Compliant with retention schedule with manual processes in place to review and delete data if appropriate, once retention limit has been reached.
------------------	--	----------	-------------------	---	---	---