

Appendix – Data Retention Schedule

Financial Records

Personal data record category	Mandated retention period	Record owner
Payroll records	Seven years after audit	Finance
Supplier contracts	Seven years after contract is terminated	Finance
Chart of Accounts	Permanent	Finance
Fiscal Policies and Procedures	Permanent	Finance
Permanent Audits	Permanent	Finance
Financial statements	Permanent	Finance
General Ledger	Permanent	Finance
Investment records (deposits, earnings, withdrawals)	7 years	Finance
Invoices	7 years	Finance
Cancelled checks	7 years	Finance
Bank deposit slips	7 years	Finance
Business expenses documents	7 years	Finance
Check registers/books	7 years	Finance
Property/asset inventories	7 years	Finance
Credit card receipts	3 years	Finance
Petty cash receipts/documents	3 years	Finance

Business Records

Personal data record category	Mandated retention period	Record owner
Article of Incorporation to apply for corporate status	Permanent	Finance
Board policies	Permanent	Finance

Board meeting minutes	Permanent	Finance
Tax or employee identification number designation	Permanent	Finance
Office and team meeting minutes		Finance
Annual corporate filings	Permanent	Finance

HR: Employee Records

Personal data record category	Mandated retention period	Record owner
Disciplinary, grievance proceedings records, oral/verbal, written, final warnings, appeals	As per legal requirement	HR
Applications for jobs, interview notes – Recruitment/promotion panel Internal Where the candidate is unsuccessful Where the candidate is successful	Deleted immediately Duration of employment	HR
Payroll input forms, wages/salary records, overtime/bonus payments Payroll sheets, copies	7 years	HR
Bank details – current	Duration of employment	HR
Payrolls/wages	Duration of employment	HR
Job history including staff personal records: contract(s), Ts & Cs; previous service dates; pay and pension history, pension estimates, resignation/termination letters	As per legal requirement	HR
Employee address details	Duration of employment	HR
Expense claims	As per legal requirement	HR
Annual leave records	Duration of employment	HR
Accident books Accident reports and correspondence	As per legal requirement	HR
Certificates and self-certificates unrelated to workplace injury; statutory	As per legal requirement	HR

sick pay forms		
Pregnancy/childbirth certification	As per legal requirement	HR
Parental leave	Duration of employment	HR
Maternity pay records and calculations	As per legal requirement	HR
Redundancy details, payment calculations, refunds, notifications	As per legal requirement	HR
Training and development records	Duration of employment	HR

Contracts

Personal data record category	Mandated retention period	Record owner
Signed	Permanent	Finance
Contract amendments	Permanent	Finance
Successful tender documents	Permanent	Finance
Unsuccessful tenders' documents	Permanent	Finance
Tender – user requirements, specification, evaluation criteria, invitation	Permanent	Finance
Contractors' reports	Permanent	Finance
Operation and monitoring, eg complaints	Permanent	Finance

Customer Data

Personal data record category	Mandated retention period	Record owner
Platform data – inclusive of Video data, comments, attachments, profile picture, email address, first and second name	Retained whilst organisation remains a customer or deleted by user. Once an organisation requests all records to be deleted, data will be removed from the back-ups within 9 months	Customer
Live chat history	Records deleted after 1 year	Support

Screen recordings from support session	Automatically deleted after 90 days	Support
CRM data – inclusive of Name, Email address, mobile number, address, emails and phone call summaries, DPO information	Retained whilst organisation remains a customer or deleted by user. Once an organisation requests all records to be deleted, data will be removed from the back-ups within X months	Support
Metrics data	Retained whilst organisation remains a customer or deleted by user. Once an organisation requests all records to be deleted, data will be anonymised	Development Team

Non - Customer Data

Personal data record category	Mandated retention period	Record owner
Name, email address	Kept until person unsubscribes / requests to be removed from system	Marketing & Sales
Call recordings	Automatically deleted after 6 months	Sales

IT

Personal data record category	Mandated retention period	Record owner
Recycle Bins	Cleared monthly	Individual employee
Downloads	Cleared monthly	Individual employee
Inbox	All emails containing PII attachments deleted after 3 years.	Individual employee
Deleted Emails	Cleared monthly	Individual employee
Personal Network Drive	Reviewed quarterly, any documents containing PII	Individual employee

	deleted after 3 years	
Local Drives & files	Moved to network drive monthly, then deleted from local drive	Individual employee
Google Drives, drop box	Reviewed quarterly, any documents containing PII deleted after 3 years	Individual employee