WEST DUNBARTONSHIRE CITIZENS ADVICE BUREAU DATA RETENTION POLICY

1. Introduction

This Policy forms part of the Information Risk Policy of West Dunbartonshire Citizens Advice Bureau (WDCAB).

Under the UK GDPR and Data Protection Act 2018 ("Data Protection Law"), WDCAB must only retain personal data for as long as it is necessary for the purpose it was collected. In practice, personal data is used to support our operations, but it may not be retained indefinitely. Retaining personal data for longer than required exposes WDCAB to unnecessary risk.

Through this Policy, and our data retention practices, we aim to meet the following commitments:

- We comply with legal and regulatory requirements to retain data under Data Protection Law.
- We comply with our data protection obligations, in particular to keep personal data no longer than is necessary for the purposes for which it is processed.
- We handle, store and dispose of personal data responsibly and securely.
- We allocate appropriate resources, roles and responsibilities to data retention.
- We regularly remind employees of their data retention responsibilities.
- We regularly monitor and audit compliance with this Policy and update this Policy when required.

2. Scope

The Data Retention Policy applies to personal data processed 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. It includes all devices including removable media/portable devices and paper-based records.

The Policy applies to all staff and volunteers who are given access to data held by WDCAB. Failure to comply with this Policy may subject WDCAB to risk of a breach of Data Protection Law, exposing WDCAB to legal, regulatory, or reputational risk. It is therefore the responsibility of everyone to understand and comply with this Policy.

With regard to electronic systems, it applies to use of WDCAB owned facilities and privately/externally owned systems when connected to the WDCAB network directly or indirectly. The Policy applies to all WDCAB owned/licensed data and software, whether loaded on WDCAB systems through Shared Services or privately/externally owned systems, and to all data and software provided to WDCAB by CAS or external agencies.

3. Policy awareness and guidance on data retention

The Data Retention Policy will be made available to all bureau staff and volunteers via the WDCAB HUB.

Please refer to Appendix 1 to find out how long certain types of data are to be retained.

Guidance on this Policy and the data retention requirements under Data Protection Law can be sought from CABDPO at DPO@cas.org.uk

4. Storage, Back-Up and Disposal of Data

WDCAB personal data must be stored in a safe, secure, and accessible manner at all times whether held in physical or electronic form. WDCAB staff and volunteers 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.

Paper and hard-copy records containing personal data must be destroyed in a secure manner, if this details confidential and highly sensitive data this should be destroyed via confidential waste or by shredding if possible.

Guidance around data disposal is available from your Manager.

Any data category which is not referred to in this Policy should be referred to the Senior Information Risk Officer (SIRO).

The destruction of personal data must stop immediately upon notification from the SIRO or Data Protection Officer (DPO) that preservation of documents is required, for example to respond to a Data Subject Rights Request (DSR), to comply with a court order or where we may need to retain information to respond to a complaint or legal claim.

5. Third party contractors

WDCAB will have appropriate contracts with third parties who are processing data covered by this Policy so that the applicable retention period is adhered to.

6. Responsibilities

The SIRO is responsible for the Data Retention Policy. The SIRO is Operations Manager, Gareth King.

Information Asset Owners (IAOs), are responsible for ensuring that information used is managed and used in accordance with the Data Retention Policy.

Any member of staff or volunteer who is concerned about data retention concerning an information asset should report to their manager or the SIRO.

Appendix 1

Staff and Volunteer Records

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	6 months from the date of the job advertisement
Facts relating to redundancies where less than 20 redundancies	6 years from the date of redundancies
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	At least 3 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 or adoption period ends
Statutory Sick Pay records/Sickness records	There is no longer a specific statutory retention period
Wages and salary records	3 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 the 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	3 years
Examination, testing, monitoring and control records	Review 5 years after last action
Health and Safety Training guidance and instructions Risk assessment reports and reviews, including 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
Contractual records	6 years
Grant agreements with Citizens Advice Scotland	6 years if there is no period specified in the agreement
References received for staff and volunteers	1 year
Annual leave records	2 years
Annual appraisal/assessment records	5 years
Volunteer support and supervision notes	3 months after volunteer leaves
Records relating to promotion, transfer, training, disciplinary matters	1 year from end of employment/volunteer engagement
References given/information to enable references to be provided	5 years from reference/end of employment
Summary of record of service, e.g. name, position held, dates of employment	10 years from end of employment
Records relating to accident or injury at work	12 years
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	6 months from the date of the job advertisement

Client Records and Additional Data

WDCAB will hold any client records and additional data in accordance with the schedule below.

Low risk	7 years after the case has closed	All client records apart from the high risk categories below. For example, if a client is in a DAS (Debt Arrangement Scheme) for 15 years – the record must be kept for the 15 years of the DAS and 7 years after that.
High risk	16 years after the case has closed	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 Scotland and/ or ADS 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 Scotland and/ or ADS is otherwise concerned that the case is unusual.