

Data Retention Schedule

Record category	Mandated retention period	Record owner
Payroll records	3 years after termination of contract	Directors
Employee records	3 years after termination of contract	Directors
Call Recording	5 years from recording	Data Protection Team
Supplier / Reseller contracts	5 years after the agreement ended	Supplier Manager
Customer Details <ul style="list-style-type: none"> - Paperwork (soft copy / hardcopy) - CRM - Technical information 	5 years after contract termination	Data Protection Team
Customer Competitor documents	Immediately after price comparison carried out and logged	Sales Manager
Service Details	2 years after decommissioning	Data Protection Team
Call Data Records	18 months	Data Protection Team
Financial Data	6 years after termination of contract	Data Protection Team
Subject Access Requests & Withdrawal Requests	10 years	Data Protection Team
Record registers <ul style="list-style-type: none"> - Privacy Notice Register - Data Breach Register - Data Breach Team Contact details - Data Retention Schedule 	Permanently	Data Protection Officer
Breach decisions & notifications	5 years	Data Protection Officer
Disposal of Records Form	5 years	Data Protection Officer / Security Officer