



Hanover (Scotland) Housing Association

Data Retention Policy

Version: 1.2

Published October 2019

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## 1 DOCUMENT CONTROL

<b>File Name</b>	Data Retention Policy
<b>Original Author(s)</b>	Anup Patel

Version	Date	Author(s)	Notes on Revision
1.0	15 June 2018	Anup Patel	Initial version
1.1	5 July 2018	Anup Patel	Updated
1.2	October 2019	Susan Campbell	Reviewed

### Review

This policy shall be reviewed annually by the Director of Organisational Services and amended as appropriate to reflect any changes to the requirements for the use of Hanover (Scotland) Housing Association's information assets. Amendments to the policy will be approved by the Chief Officers.

The following table provides a record of these reviews:

Date	Reviewer	Approver	Actions
October 2019	Susan Campbell	Adam Currie	Reviewed

### Distribution List

Name	Comment
All staff	Distribute to staff via SharePoint HUB
Interested parties (such as regulators)	Provided on request

## 2 SCOPE

This policy specifies the retention requirements that are to be applied to all of Hanover (Scotland) Housing Association's information assets, that contain personal data, regardless of what form this asset takes (e.g. paper, electronic records, CD/DVDs, etc.).

Personal data is defined as any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This covers not only identified data (name, address, email address, etc.), but also identifiable data (IP addresses, device IDs, cookies, etc.).

## 3 RESPONSIBILITY

Compliance to this policy is the responsibility of the Data Protection Officer. This includes training all staff to ensure they are aware of their responsibilities and the internal processes regarding data retention and destruction. Records of this training will be maintained.

The individual information asset owner is responsible for ensuring that the assets they control, should they contain personal data, are only retained for as long as they are required before being destroyed/deleted in a secure manner. The retention periods for different data types are specified at the end of this document.

It is the responsibility of all Hanover employees to comply with this policy. Failure to comply with this policy could result in potential enforcement action from regulators, claims from data subjects and reputational damage, in addition to increased costs of storage and the increased workload from handling data subject individual rights requests. Non-compliance with this policy may also lead to disciplinary action.

## 4 POLICY

- i. Information regarding all personal data assets is to be maintained in the Information asset register document, which must contain the information stated in Article 30 of the GDPR. These assets are to be classified into the following top-level groups: Internal HR Data, Tenant Data, Financial Data, Marketing Data and Contractor Data.
  - ii. Article 5 (e) of the GDPR states that personal data shall be kept for no longer than is necessary for the purposes for which it is being processed. The retention obligation under the GDPR means in practice that the personal data should not be retained for longer than is necessary for the purposes it has been collected for (as notified to data subjects) unless it needs to be retained for longer (1) to satisfy a statutory retention requirement or (2) to deal with a legal claim.
  - iii. The table in Appendix A of this document states the retention limits in place for each category of data Hanover (Scotland) Housing Association holds.
  - iv. For each asset, a business role should be identified that 'owns' the asset. The asset owner is responsible for ensuring that the asset is correctly classified and for the day to day maintenance of applicable controls.
  - v. Measures must be in place to identify when a retention limit is reached, such that all applicable records can be deleted.
  - vi. At the end of the retention period for the data, it is the responsibility of the asset owner to ensure that the data is deleted or destroyed in a secure manner so that the data is completely unreadable and cannot be accessed or used for unauthorised purposes. The deletion must also apply to archived or backup copies of the data.
  - vii. Acceptable methods for the secure deletion of data are currently:
    - a. Paper copies are to be destroyed by means of cross-cut shredders or in locked disposal bins provided by an authorised, specialist destruction company.
    - b. Electronic copies of documents are to be deleted with a secure deletion utility that ensures that the information cannot be retrieved. Standard deletion utilities that just remove the file pointer are not to be used.
    - c. Hard drives, removable media and any similar items must be securely erased prior to disposal or reassignment of the equipment. Accepted methods include utilities that meet the DoD 5220.22-M standard or encrypting the entire contents of the medium to at least AES-256 and irretrievably deleting the key.
    - d. Where equipment cannot be erased, physical destruction must be carried out by an authorised, specialist destruction company, and certificates of destruction provided.
  - viii. The data asset owner must both sign off and record the deletion of data, including date (time if relevant), content of file and method of deletion or destruction.
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- ix. Asset owners may delegate routine tasks, in respect of the management of their assets or systems in which they are stored or processed.
- x. All new information assets must be added to the Information asset register document as and when they are acquired, in line with point i) above, and removed from the register when that entire processing activity ceases and data is removed permanently.
- xi. Should there be any queries around the correct retention limit for a specific asset, these are to be raised with the Data Protection Officer.

Annex A      RETENTION LIMITS

Data Asset	Retention Period	Rationale
Prospect details	Until prospect is housed	Once housed, prospect details moved no longer required as they become a resident and will provide details as required
New resident details form	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Telecare details form	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Yearly dwelling report	1 year	Updated yearly so no longer needed after 1 year as will be out of date
Tenancy agreement	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Standing Order and Direct Debit details	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Resident details	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Emergency services information	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Resident independent living assessment form	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
New starter information	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973

Leaver's information	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Employee change of details	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Finance reports	6 years	As per Taxes Management Act 1970
Overtime	6 years	As per Taxes Management Act 1970
Expenses	6 years	As per Taxes Management Act 1970
Pension spreadsheet	Remove employee from spreadsheet when they leave the business	Employee will no longer receive pension contributions from Hanover
Tax submissions	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Deductions	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Employee drivers list	Remove employee from list when they leave the business	Employee will no longer be driving on behalf of Hanover
Tenants contents insurance	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Suppliers details	Last interaction with supplier + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Supplier invoices	Last interaction with supplier + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Details of payments to suppliers	Last interaction with supplier + 1 year	After ceased using supplier retain for 1 year for financial use with



		completing Tax returns and providing details to ARC
Details of cheques to be issued for payments	Last interaction with supplier + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Sales ledgers	6 years	Companies Act 1985 as modified by the Companies Act 1989 and 2016
Credit checking	Last interaction with supplier + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Pension information	Until consent is retracted	Remove details of any individual when they retract or decline to give consent
Tender documents	Company/contractor not selected - until company/contractor selected Company/contractor selected - Last interaction with supplier + 1 year	No longer required once selected  After ceased using company/contractor retain for 1 year for financial use with completing Tax returns and providing details to ARC
Active directory	Until employee leaves organisation	Account no longer required once employee leaves company and should be removed to prevent unauthorised access
Image library	Until consent is retracted (if image contains personal data)	if image contains personal data, when consent is retracted then the image must be deleted
Conference centre clients details	Last interaction with client + 1 year	As client may return to use conference centre

Grapevine mailing list	Until consent is retracted	Remove details of any individual when they retract their consent
Emergency contact rota	Until employee leaves organisation	Employee will no longer be emergency contact if they are no longer employed by Hanover
Accident information	3 years from the date of the last entry (or, if the accident involves a child/ young adult, then until that person reaches the age of 21)	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (SI 1995/3163) as amended
Staff training details	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Medical risk assessment	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Employee details including bank information	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Application forms and job pack	If selected - term of employment + 7 years If not selected – 2 years	As per Prescription & Limitation (Scotland) Act 1973
Interview assessment form	If selected - term of employment + 7 years If not selected – 2 years	As per Prescription & Limitation (Scotland) Act 1973
Conditional offer request form	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Conditional Offer of employment/engagement	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Conditional offer forms (Appendices)	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Employment/Character reference request forms	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Confirmation of appointment/engagement forms (appendices)	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Declaration of physical and mental capacity	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973

Preferred candidate checklists	2 years	Retain for possible contact if valid role becomes available
Change of conditions letters	Term of employment + 7 years	As per Prescription & Limitation (Scotland) Act 1973
Stage 3 adaptations	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
New contractor packs	Last interaction with contractor + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Contracts – servicing and works	Last interaction with contractor + 1 year	After ceased using supplier retain for 1 year for financial use with completing Tax returns and providing details to ARC
Residents telecare details	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Anti-Social behavior register	Remove tenant's details after last interaction	Once a tenant has left there is no requirement to keep records or any Anti-Social behavior
Annual return on charter (ARC)	5 years	For record of previous 5 years returns to calculate trends
Care Inspectorate reports	5 years	Care Inspectorate can ask to see these up to 5 years
Tenant activities list	Until consent is retracted	Remove details of any individual when they retract their consent
Complaints	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.

Housing Support Plans (HSP)	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Residents file	Last interaction with resident + 1 year	After resident has left retain for 1 year for possibility of return or complaint etc.
Chief executive DB	Board/employee information- Term of employment + 7 years Other reports/documents - until reports/documents no longer required or 10 years	As per Prescription & Limitation (Scotland) Act 1973 and Companies Act 2006
Membership register	Until individual is no longer a member + 1 year	As per guidance in the Companies Act 2006