

| DEPARTMENT/SERVICE AREA/TEAM - Customer Services | | | | | | |
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| 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 | Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached. |

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| 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. |

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| 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. |
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