

Data retention

This policy sets out the required retention periods for specified categories of personal data and sets out the minimum standards to be applied when archiving or disposing certain data information within MS-UK.

It will enable us to comply with the requirements of data protection legislation and assist in providing transparency to our data subjects. It will run alongside MS-UK's Data Protection policy and Assets and Flows register, all of which will be reviewed annually by department managers.

Archived data will be held for the stated retention period, if there has been no access or contact during this period, it will be disposed of permanently.

All data will be kept secure, retrievable and easily traced.

Deleted data will be disposed of in a secure manner, paper records will be shredded through a licenced confidential waste provider. Electronic data will be permanently deleted and recycle bins emptied.

IT hardware no longer in use will be disposed of through a certified IT disposal provider, who will provide a destruction certificate.

Our retention periods are guided by legislation and business need.

Data retention schedule

Data	Retention period	Archived / Disposed	Department
Personnel and employee records (all)	6 years after leaving date	Disposed	HR
Recruitment records for unsuccessful job applicants, including interview notes	1 year after unsuccessful notice given	Disposed	HR
Health and safety training records (first aid / fire warden)	6 years after leaving date	Disposed	Management

Financial records (all accounts and tax)	6 years after audit	Disposed	Accounts
Annual audited accounts	Permanently	N/A	Accounts
Payroll and benefits	6 years after audit	Disposed	HR and Accounts
Harlequin records (clients / supporters / volunteers)	5 years	Archived	All
IAPTUS records (clients)	5 years	Archived	Counselling
Word and excel records (clients)	5 years	Archived	Counselling
Client emails in Microsoft 365	5 years	Archived	Helpline / Online / Counselling / e-Learning / VIP
Client webchats	5 years	Archived	Helpline
Website forms	5 years	Archived	All
E-news subscribers who have unsubscribed	5 years	Archived	Communications
Surveys	1 year	Archived	Communications
Case studies	5 years	Archived	Communications
My Portal (part of website)	5 years	Archived	Online
Webinar / awareness and exercise events recordings	5 years	Archived	Helpline / Online
Eventbrite (client bookings)	1 year	Disposed	Online
Supplier contracts and service level agreements	3 years after end of contract	Disposed	General
Nimble e-learning	1 year for enrolled 6 months for signups but not enrolled	Disposed Disposed	e-Learning
Tenders	3 years after successful / unsuccessful bid	Disposed	General
Complaints	5 years	Disposed	Management
Employers' liability insurance certificates	40 years	N/A	General
Health and Safety incidents / claims	Permanently	N/A	General



Safeguarding report forms	Permanently	N/A	Management
Trustee meeting minutes	Permanently	N/A	Management
Management meeting minutes	Permanently	N/A	Management
Property deeds	Permanently	N/A	Management
Leases	12 years after the lease has terminated	Disposed	
Archived	Over 5 years of no access or contact	Disposed	All

Data retention December 2022



MS-UK Limited
Company Number 2842023 Registered Charity Number 1033731 VAT Number 632 2812 64

D3 Knowledge Gateway, Nesfield Road,
Colchester, Essex, CO4 3ZL

Tel 01206 226500
Helpline 0800 783 0518
Email info@ms-uk.org
www.ms-uk.org