Norwich City Council's Retention and Disposal Schedule

By Data Owner

Data owner: Head of customers, IT and digital

Office Administration and Service Management

Sub-classification	Data owner	Information type	Retention action	Authority
Service Development	Julia Medler	Projects – Minor Incl. work requests	7 years from project completion	Limitation Act 1980
Service Development	Julia Medler	Projects – Major	7 years from project completion	Limitation Act 1980
Service Development	Julia Medler	Project – EU Funded	25 years from project completion	Funding agreement

Customer Services

Sub-classification	Data owner	Information type	Retention action	Authority
Enquiries and Complaints	Julia Medler	Compliments and Comments	3 years from date received	In line with Data Protection Act 2018
Enquiries and Complaints	Julia Medler	Complaints – Business as Usual	3 years from year end of case closure or as part of the relevant record for that customer, whichever is longer.	In line with Data Protection Act 2018

Sub-classification	Data owner	Information type	Retention action	Authority
Enquiries and Complaints	Julia Medler	Complaints - Formal	6 years from year end of case closure	In line with Data Protection Act 2018
Enquiries and Complaints	Julia Medler	Councillor and MP Enquiries	3 years from year end of case closure	In line with Data Protection Act 2018
Enquiries and Complaints	Julia Medler	General Enquires and signposting (all services)	3 years from year end of case closure or as part of the relevant record for that customer, whichever is longer.	In line with Data Protection Act 2018
Contact Centre	Julia Medler	Recordings of calls made to/from customer contact centre	30 days from date of call	In line with Data Protection Act 2018

Information Communication and Technology

Sub-classification	Data owner	Information type	Retention action	Authority
Managing Infrastructure	Julia Medler	Service Design. Data types include: High level and low level design documents, Network diagrams, Architecture diagrams, Server and SAN design documentation, Cloud architecture documentation, Integration designs, Technical standards and blueprints, Capacity planning documents, Technical implementation plans etc. This would not include personal data.	Retain whilst relevant. Data may be held indefinitely.	UK GDPR Article 5(1)(e)
Application Management	Julia Medler	Application Management Data types include: High and low level design documents,	Retain whilst relevant. Data may be held indefinitely.	UK GDPR Article 5(1)(e)

Sub-classification	Data owner	Information type	Retention action	Authority
		interface/integration diagrams and designs, supplier design questionnaires and reports, testing plans and reports, upgrade and patching plans etc. This would not include personal data.		
Managing Infrastructure	Julia Medler	IT Service Operations. Data types include: Incident records, Problem management records, Service requests, Asset Information, Change requests, Major incident reports, Supplier support tickets. This will include personal data.	Retain whilst relevant. In the new solution, a retention configuration is due that will keep the record but PII flagged in the ticket is redacted from the DB. Historic data is then used to help the inbuilt AI engine provide better answers to queries.	UK GDPR Article 5(1)(e)

Office Administration and Service Management

Sub-classification	Data owner	Information type	Retention action	Authority
Service Delivery	Sonya Anderson	Strategies, Policies, Procedures and Guidance Documents	Duration of stated review period (generally 24-36 months)	Best Practice
Service Delivery	Sonya Anderson	Forms & Templates	Duration of stated review period	Reviewed following audit

Sub-classification	Data owner	Information type	Retention action	Authority
			(generally 24-36 months)	
Service Management	Sonya Anderson	Meeting / briefing notes, presentation materials for team and service level meetings	2 years from date of meeting or following conclusion of project	Best Practice
Service Management	Sonya Anderson	Event Resourcing Incl: Records relating to meeting/event resources including room booking, catering, equipment and travel organisation.	Retain whilst relevant and for no longer than 2 years.	Best Practice

Information Management & Governance

Sub-classification	Data owner	Information type	Retention action	Authority
Access to Information	Sonya Anderson	Individual Rights Requests, including DSARs	3 years from case closure Complex or sensitive cases for 6 years	UK GDPR Article 5(1)(e) The limitation Act 1980, section 5
Access to Information	Sonya Anderson	Requests made under Schedule 2 of the UK GDPR	6 years from completion of request	UK GDPR Article 5(1)(e) The limitation Act 1980
Access to Information	Sonya Anderson	Requests made under Freedom of Information Act (FOI) and Environmental Information Regulations (EIR)	6 years from case closure	Section 46 of the Freedom of Information Act 2000. The limitation Act 1980, section 5

Sub-classification	Data owner	Information type	Retention action	Authority
				EIR The limitation Act 1980, section 5
Records Management	Sonya Anderson	Retention schedules and disposition management.	Indefinite	The limitation Act 1980, section 5
Information Asset Management	Sonya Anderson	Information Asset Registers.	Keep up to date. Take annual snapshots and keep current year + 2. Offer previous versions to archive.	The limitation Act 1980, section 5
Information Asset Management	Sonya Anderson	Information Security Incidents	6 years from case closure	UK General Data Protection Regulations Article 5(2).
Information Asset Management	Sonya Anderson	Information Assurance documentation. Including DPIAs, Sharing Agreements	6 years from date of termination / superseded	UK General Data Protection Regulations Article 5(2), 35. Limitation Act 1980
Publication Scheme	Sonya Anderson	Open Data Sets	Once superseded	Uk GDPR 5(1)(e)

Data owner: Head of property and economic development

Asset Management

Sub-classification	Data owner	Information type	Retention action	Authority
Property Ownership	Mark Brown	Property ownership and land title records	Permanent / life of ownership, then archive where historically significant	Land Registration Act 2002
Property Acquisition	Mark Brown	Property acquisitions	Permanent for strategic property records; otherwise at least 12 years after completion/disposal where deeds are involved	Limitation Act 1980
Property Disposal	Mark Brown	Property disposals	Permanent recommended; minimum 12 years after completion for deed-based transactions	Local Government Act 1972 s.123; Limitation Act 1980
Leases and Tenancies	Mark Brown	Leases, tenancies, licences and property agreements	12 years after expiry/termination if deed; 6 years if simple contract/licence	Limitation Act 1980
Estate Management Finance	Mark Brown	Rent reviews, service charges and estate management finance	6 years after financial year end or after lease expiry depending on dispute risk	Limitation Act 1980
Valuations	Mark Brown	Valuation records	6 years minimum; life of asset recommended for strategic/capital/disposal valuations	RICS Standards
Capital Projects	Mark Brown	Capital projects and construction contracts	15 years minimum for key residential/building safety projects; 12 years for deed contracts; permanent/life of asset for as-built and H&S files	Building Safety Act 2022; Limitation Act 1980

Sub-classification	Data owner	Information type	Retention action	Authority
Facilities Management	Mark Brown	Facilities management, maintenance and statutory compliance	Life of asset/building for key statutory compliance records; 6 years minimum for routine contract/payment records	Health & Safety legislation
Asset Information	Mark Brown	Condition surveys and technical asset information	Life of asset, retaining superseded versions where required for audit history	RICS Guidance
Finance	Mark Brown	Finance, fixed asset accounting and audit	6 years after financial year end minimum; retain capital records for life of asset where required	CIPFA / HMRC
Insurance	Mark Brown	Insurance and claims	12 years after claim settlement minimum; 15+ years for construction/building safety/high-value claims	Limitation Act 1980
Archives	Mark Brown	Historical property and estate records	Permanent archive where appraised as historically/evidentially significant	Local Government Act 1972
Grants	Mark Brown	Grant Agreements for RTB receipts	12 years after last payment	Local Government Act 2003
Nominations	Mark Brown	Nomination Agreements	In perpetuity	Local Government (Miscellaneous Provisions) Act 1982
Building Records	Mark Brown	Building plans and construction information	Life of asset, retaining superseded versions where required for audit history	RICS Guidance

Health and Safety

Sub-classification	Data owner	Information type	Retention action	Authority
Asbestos Management	Mark Brown	Asbestos registers, surveys, plans, removal certificates and associated records	Life of building. Removal/disposal evidence retained permanently. Records should not be disposed of even after asset disposal.	Control of Asbestos Regulations 2012
Health & Safety / CDM	Mark Brown	CDM Health & Safety files, appointments, risk assessments and construction safety records.	CDM Health & Safety File: life of structure/building. Other risk records: minimum 6 years or as corporate schedule specifies.	Health and Safety at Work etc. Act 1974; CDM Regulations 2015
Building Safety	Mark Brown	Building safety and fire safety records	Life of building. Archive key historic safety decisions.	Building Safety Act 2022; Fire Safety legislation
Statutory Compliance	Mark Brown	Lift inspections, electrical certificates, gas safety, water hygiene, fire systems and other statutory compliance records	Life of asset/building for key compliance records; 6 years minimum for routine contract/payment records.	Health & Safety legislation

Data owner: Head of strategy, engagement & culture

Communications

Sub-classification	Data owner	Information type	Retention action	Authority
Internal Communications	Helen Chamberlin	Internal Communications. Including e-bulletins, CEO message, CLT staff briefings and City Matters.	Indefinite Offer to NRO after 10 years	Best Practice
External Communications	Helen Chamberlin	Communications contact details database	Retain whilst media contacts remain active. Review annually.	Best Practice
External Communications.	Helen Chamberlin	Communication media enquiries and press releases	Indefinite	Best Practice
External Communications	Helen Chamberlin	GovDelivery email service. List of customers who have opted in to receive emails from the council	Retain whilst customer has opted in.	Best Practice
External Communications	Helen Chamberlin	Survey and consultation raw data	Retain until survey complete and statistics taken	Best Practice
External Communications	Helen Chamberlin	Survey and consultation summary reports	Destroy once no longer relevant.	Best Practice
External Communications	Helen Chamberlin	Publications Including Citizen, TLC and annual tenants' report	Indefinite Offer to NRO after 10 years	Best Practice
External Communications	Helen Chamberlin	External Communications – Letters & texts (content)	Destroy once no longer relevant.	Best Practice
External Communications	Helen Chamberlin	External Communications - Social media	Indefinite	Best Practice

Sub-classification	Data owner	Information type	Retention action	Authority
Graphics	Helen Chamberlin	Branding and Graphic Designs Incl. for third parties (NRL & NCSL)	Indefinite	Best Practice

Leisure and Culture

Sub-classification	Data owner	Information type	Retention action	Authority
Events	Helen Chamberlin	Events Management – large events	15 years from date of event. offer to archive	Uk GDPR 5(1)(e)
Events	Helen Chamberlin	Event Management incl. carnival Incl: logistic arrangements and promotional materials	6 years from date of event	Uk GDPR 5(1)(e)
Events	Helen Chamberlin	Booking of entertainer/workshop entries/artists, carnival participants Casual staff details	1 years from date of event	Uk GDPR 5(1)(e)
Events	Helen Chamberlin	Open space booking details Incl. parks	6 years from event	Uk GDPR 5(1)(e)
Culture	Helen Chamberlin	Culture Grants Incl: ~~Annual~~ Small Culture Grants & Partnership payments	6 years from date of last payment	Uk GDPR 5(1)(e)
Culture	Helen Chamberlin	Culture Board - Creative City Compact	6 years from date of meeting	Uk GDPR 5(1)(e)
Norman Centre Sports Management	Helen Chamberlin	Induction health questionnaire Booking and hire agreements	6 years from last use	Uk GDPR 5(1)(e)
Norman Centre Sports Management	Helen Chamberlin	Junior activity consent form	6 years from last use	Uk GDPR 5(1)(e)
Norman Centre Sports Management	Helen Chamberlin	Membership form	Application form 1 week after input to membership database.	Uk GDPR 5(1)(e)

Sub-classification	Data owner	Information type	Retention action	Authority
			Membership details 1 year after expiry of membership	
Norman Centre Sports Management	Helen Chamberlin	Direct Debit mandate forms	Physical form is scanned then shredded. Digital version held on file until Direct Debit is cancelled	Uk GDPR 5(1)(e)
Norman Centre Sports Management	Helen Chamberlin	Instructor/ group insurance and qualification documents	Updated annually, and held as long as they still use the centre or 6 years after last update	Uk GDPR 5(1)(e)
Norman Centre Sports Management	Helen Chamberlin	Go4Less membership	Application form 1 week after input to membership database. Membership details 1 year after expiry of membership	Uk GDPR 5(1)(e)
The Halls	Helen Chamberlin	Event bookings and plans, logistics arrangements, marketing	6 years from events	Uk GDPR 5(1)(e)
The Halls	Helen Chamberlin	Casual staff details	1 year from last shift/ event	Uk GDPR 5(1)(e)
The Halls	Helen Chamberlin	Box office information	Data held via TicketSource box office app for 24 months	Uk GDPR 5(1)(e)

Strategy and Engagement

Sub-classification	Data owner	Information type	Retention action	Authority
External communications (tourism)	Helen Chamberlin	Tourism business network contact list/database used for email updates, event invitations and network information sharing; held in Outlook, Excel and external Teams channel.	Keep while the contact remains subscribed/engaged and consent or preferences remain valid. Review permissions annually and update as required. Remove or suppress promptly on unsubscribe/objection; delete redundant local copies from Outlook, Excel and Teams when no longer required.	UK GDPR Article 5(1)(e) storage limitation; Article 6(1)(a) consent / 6(1)(e) public task where applicable; Article 21 right to object to direct marketing; PECR Reg. 22 for electronic marketing; Norwich City Council Retention and Disposal Schedule.
External enquiries (tourism)	Helen Chamberlin	Customer email enquiries received via the council's tourism mailbox, including sender contact details, enquiry content and response records.	Respond to the enquiry and retain the email record for one month after response, then delete unless needed for an ongoing issue, complaint, safeguarding, legal, audit or FOI/EIR reason. Manage in line with the agreed tourism retention entry and delete duplicate/local copies where no longer required.	UK GDPR Article 5(1)(e) storage limitation; Article 6(1)(e) public task / 6(1)(f) legitimate interests where applicable; Article 17 right to erasure where data is no longer required; Norwich City Council Retention and Disposal Schedule / agreed tourism retention policy.

Sub-classification	Data owner	Information type	Retention action	Authority
External bookings (tourism)	Helen Chamberlin	Paper guided tour booking forms containing business and individual contact details, including name, address, email and telephone number; fewer than 200 records, not held electronically.	Retain securely in locked cabinets for the agreed audit period, then securely destroy unless required for an ongoing audit, complaint, legal, insurance or FOI/EIR reason. Do not duplicate electronically unless there is a clear business need and approved retention basis.	UK GDPR Article 5(1)(e) storage limitation; Article 5(1)(f) integrity and confidentiality; Article 6(1)(e) public task / 6(1)(c) legal obligation where audit retention applies; Norwich City Council Retention and Disposal Schedule / agreed tourism retention policy.
Archived customer information	Helen Chamberlin	Archived paper customer records from the former Tourist Information Centre ticket/booking sales service, containing customer contact and booking details. No electronic copies or credit card/financial information retained.	Confirm whether the 7-year audit retention period has expired. Undertake a data protection review of records held in the City Hall vault and securely destroy any customer-identifiable records no longer required. Retain only where needed for audit, legal, insurance, complaint or FOI/EIR reasons, and record the review/disposal decision.	UK GDPR Article 5(1)(e) storage limitation; Article 5(1)(f) integrity and confidentiality; Article 5(2) accountability; Article 6(1)(c) legal obligation / 6(1)(e) public task where audit retention applies; Norwich City Council Retention and Disposal Schedule / agreed tourism retention policy.
External communications (strategy)	Helen Chamberlin	City Vision 2040 Partnership and Network electronic contact list/database, now used for targeted engagement and	Review and cleanse the list before further use. Keep only current, relevant partner contacts	UK GDPR Article 5(1)(c) data minimisation; Article 5(1)(e) storage limitation; Article 5(2)

Sub-classification	Data owner	Information type	Retention action	Authority
		consultation with local partners on strategy matters, including LGR proposals and related stakeholder views.	needed for council engagement/consultation purposes; update details as required. Add clear privacy/opt-out wording to future communications and remove or suppress contacts promptly on request. Delete obsolete City Vision 2040-only contacts no longer required.	accountability; Article 6(1)(e) public task for council engagement/consultation functions; Article 21 right to object. PECR applies if electronic messages include direct marketing. Norwich City Council Retention and Disposal Schedule.
External consultations (strategy)	Helen Chamberlin	Business and external partner contact details and consultation responses used to seek views and input on policy and strategy development.	Use contact details only for relevant engagement/consultation purposes. Anonymise responses before reporting and remove source data once analysis, audit trail and challenge period are complete, unless needed for legal, complaint or FOI/EIR reasons. Review contact lists regularly and remove outdated contacts or those who object.	UK GDPR Article 5(1)(c) data minimisation; Article 5(1)(e) storage limitation; Article 5(2) accountability; Article 6(1)(e) public task for consultation and strategy functions; Article 21 right to object; Norwich City Council Retention and Disposal Schedule.
Internal consultations (strategy)	Helen Chamberlin	Council officer contact details and internal consultation responses	Use officer contact details only for relevant internal	UK GDPR Article 5(1)(c) data minimisation; Article 5(1)(e) storage limitation;

Sub-classification	Data owner	Information type	Retention action	Authority
		used to seek views and input on policy and strategy development.	engagement/consultation purposes. Anonymise responses before reporting and remove source data once analysis, audit trail and challenge period are complete, unless needed for legal, complaint, HR, audit or FOI/EIR reasons. Keep distribution lists current and delete obsolete working copies.	Article 5(2) accountability; Article 6(1)(e) public task / 6(1)(b) employment-related internal administration where applicable; Article 21 right to object; Norwich City Council Retention and Disposal Schedule.
External stakeholder and partnership contact lists (equalities)	Helen Chamberlin	External equalities stakeholder, partner and consultee contact details, including names, organisations and work email addresses, held in Outlook and supporting contact lists for engagement, consultation and partnership working.	Retain while needed for active engagement, consultation or partnership work. Review periodically; update or remove outdated contacts; delete redundant emails, lists and duplicates when no longer required. Remove or suppress contacts promptly on request.	UK GDPR Article 5(1)(c) data minimisation; Article 5(1)(e) storage limitation; Article 5(2) accountability; Article 6(1)(e) public task for equalities, engagement and consultation functions; Data Protection Act 2018 s8; Article 21 right to object; Norwich City Council Retention and Disposal Schedule.

Data owner: Community safety manager

Community Safety and Emergencies

Sub-classification	Data owner	Information type	Retention action	Authority
Antisocial Behaviour	Karen Smith	Antisocial behaviour records	Retain for duration of tenancy, or if not tenant, as long as is appropriate	ASB Crime and Policing Act 2014/GDPR
Antisocial Behaviour Karen Smith	Karen Smith	Antisocial behaviour records relating to noise nuisance	Retain for duration of noise nuisance case and for reasonable period after last report	ASB Crime and Policing Act 2014/Environmental Protection Act 1990/GDPR
CCTV Karen Smith	Karen Smith	CCTV Recordings	30 days from date of recording	CCTV Code of Practice

Data owner: Resilience Officer

Community Safety and Emergencies

Sub-classification	Data owner	Information type	Retention action	Authority
Emergency Planning	Alan Goulder	Emergency Planning Incl. protocols, exercises / test of the plan	6 years from date superseded	Civil Contingencies Act 2004
Emergency Planning	Alan Goulder	Public Contacts for Emergencies Incl. internal colleagues and external partners	Keep up to date. Reviewed twice yearly.	Civil Contingencies Act 2004

Sub-classification	Data owner	Information type	Retention action	Authority
Emergency Planning	Alan Goulder	Incident / Operations Casefiles	Review after 6 years from case closure and keep if relevant. Review each year after that.	UK GDPR Article 5(1)(e) storage limitation
Emergency Planning	Alan Goulder	Training and engagement events delivered to external organisations	6 years from end of year of event / training	UK GDPR Article 5(1)(e) storage limitation
Emergency Planning	Alan Goulder	Business Continuity / Resilience Plans	6 years from date superseded	UK GDPR Article 5(1)(e) storage limitation

Data owner: Environment services manager (Delivery)

Cemeteries

Sub-classification	Data owner	Information type	Retention action	Authority
Cemeteries	Paul Rabbitts	Burial Register	Permanent retention	Burial Act 1857, Births and Deaths Registration Act 1953, Local Government and Cemetery Management regulations, together with local authority records management requirements
Cemeteries	Paul Rabbitts	Grant register Purchasing and reserving of plots (requester can be made by live individuals)	Permanent retention	Local Authorities Cemeteries Order 1977, Register of Grants of Exclusive Rights of Burial
Cemeteries	Paul Rabbitts	Memorial Applications To erect a physical memorial (incl.: headstones)	Permanent retention	Local Authorities Cemeteries Order 1977 Local Government and Cemetery Management regulations, together with local authority records

Sub-classification	Data owner	Information type	Retention action	Authority
				management requirements
Cemeteries	Paul Rabbitts	Maintenance of Burial Grounds	6 years from the date the work was carried out	Limitation Act 1980 (Section 2)
Cemeteries	Paul Rabbitts	Cemetery / Burial Enquires Inc.: correspondence with Funeral Directors and families.	6 years from case closure is best practice	Limitation Act 1980 (Section 2) although there is usually no specific statutory retention requirement.
Cemeteries	Paul Rabbitts	Public Health Funeral Case Files House searches / tracing of next of kin Arrangement funeral Management of estates, cost recovery	6 years from case closure	Public Health Funeral records (Section 46 cases under the Public Health (Control of Disease) Act 1984)

Parks and Open Spaces

Sub-classification	Data owner	Information type	Retention action	Authority
Allotments	Paul Rabbitts	Applicant on list	Retain whilst on waiting list. Review annually.	UK GDPR Article 5(1)(e) storage limitation
Allotments	Paul Rabbitts	Exclusion list	Retain for 4 years from exclusion	UK GDPR Article 5(1)(e) storage limitation
Parks and open spaces	Paul Rabbitts	Bench sponsorship details	Life of bench plus 6 years	Limitation Act 1980 (Section 2)

Sub-classification	Data owner	Information type	Retention action	Authority
Allotments	Paul Rabbitts	Allotment database Incl. COLONY	Retain for 6 years from end tenancy or payment of all dues	Limitation Act 1980 (Section 2)
Allotments	Paul Rabbitts	Allotment Management (incl. complaints, enquiries)	Retain for 6 years from end tenancy or payment of all dues	Limitation Act 1980 (Section 2)
Parks	Paul Rabbitts	Play safety management (incl. inspection of play equipment)	12 years from end of equipment lifetime or 21 years	Health and Safety at Work etc. Act 1974, Management of Health and Safety at Work Regulations 1999, Occupiers' Liability Act 1957
Parks	Paul Rabbitts	Licensing (via property service Incl. trading	6 years after expiry or termination	Limitation Act 1980 (Section 2)
Parks	Paul Rabbitts	Grazing Contacts To facilitate contact when livestock escapes)	6 years after expiry or termination	Limitation Act 1980 (Section 2)
Parks	Paul Rabbitts	Site Management Plans (Incl. community engagement, sports provision)	Retain while current	UK GDPR Article 5(1)(e) storage limitation
Trees	Paul Rabbitts	Tree preservation orders Incl.; orders, applications	Permanent	Town and Country Planning Act 1990
Trees	Paul Rabbitts	Tree sponsorship details	Life of sponsorship agreement + 6 years	Limitation Act 1980 (Section 2)
Trees	Paul Rabbitts	Events – Externals using NCC tree's (incl. Christmas lights, art installations)	6 years from end of event	Limitation Act 1980 (Section 2)
Parks and Open Spaces	Paul Rabbitts	Volunteer & Community Group Coordination Incl.: contact details, agreements	6 years after volunteering ends	Limitation Act 1980 (Section 2)

Sub-classification	Data owner	Information type	Retention action	Authority
Natural Areas	Paul Rabbitts	Grazing licenses (incl. enforcement and applications)	6 years after expiry or termination	Limitation Act 1980 (Section 2)

Transportation and Infrastructure

Sub-classification	Data owner	Information type	Retention action	Authority
Parking	Paul Rabbits	Parking Permits NorVP. Applications, unsuccess, Surface and MSCP season tickets	6 years after permit expiry (or in accordance with system retention rules)	Limitation Act 1980

Data owner: Head of Legal and governance (Monitoring Officer)

Democracy and Governance

Sub-classification	Data owner	Information type	Retention action	Authority
Decision Making	Jan Robinson	Corporate team - Meeting papers	7 years from date of meeting	-
Decision Making	Jan Robinson	Committees Incl. Full Council Incl.: agenda, documents, minutes,	6 years from date of meeting. Then offer to archive.	-
Governance	Jan Robinson	Constitution and Delegations	Keep current version + 1. Offer previous versions to archive.	-
Governance	Jan Robinson	Distribution Lists Incl.: details of co-opted members or third party committee members	Keep up to date.	-
Governance	Jan Robinson	Council/Committee Questions Incl.: contact details of member of the public asking question	1 month from case closure	-
Elections	Jan Robinson	Stationary Incl. ballot papers, unused, spoilt,	12 months from close of poll	Representation of the People Act 1983, Rule 43
Electoral Registration	Jan Robinson	Electoral Registers	Retain indefinitely. Current requirement to retain registers for 15 years for overseas elector checks, but new legislation means that this will need to be	-

Sub-classification	Data owner	Information type	Retention action	Authority
			indefinite from 2023 onwards	
Electoral Registration	Jan Robinson	Postal Votes	Retain for 5 years from the January after the date of application Retain for 3 years from 2024 onwards	-
Electoral Registration	Jan Robinson	Annual Canvass incl. Registration forms	Retain for 12 months from publication of Register (December 1st)	Best Practice based on business need and business continuity
Elections	Jan Robinson	Election management Delivery schedules, staff lists, polling station bookings,	Current and previous election cycle.	Best Practice
Civic and Royal Events	Jan Robinson	Civic Events Incl.: attendances of Lord Mayor and Sheriff, Rem Sunday, Freeman's Day, Battle of Britain Incl: images, invitations, schedule,	Review 3 years from date of event then consider perm preservation	-
Civic and Royal Events	Jan Robinson	Freeman Records Incl.: registration books,	Indefinite	-
Civic and Royal Events	Jan Robinson	Freeman Validation Checks validation checks,	6 years from date of decision	-
Member Support	Jan Robinson	Member Key Details Incl.: contact details, medical needs	Retain for up to 7 days from date no longer in office	-
Member Support	Jan Robinson	Logistical and political support to members	Retain for up to 7 days from date no longer in office	-

Sub-classification	Data owner	Information type	Retention action	Authority
Member Support	Jan Robinson	Member Interests Incl. Register of Interests, Gifts and Hospitality	Retain for 7 years from date of declaration	-
Member Support	Jan Robinson	Member's constituency case work and correspondence (incl. email account).	Retain for up to 7 days from date no longer in office	-
Member Support	Jan Robinson	Member Appointments to external bodies	Current year + 1. Documented in Council Minutes.	-

Data owner: Executive director of dlimate and environment

Environmental Health & Licensing

Sub-classification	Data owner	Information type	Retention action	Authority
n/a	Nick Austin	Licensing Registers (Uniform database)	Indefinite	Local Government Miscellaneous Provisions Act 1982 Licensing Act 2003 Gambling Act 2005 Highways Act 1980, S.115(c)(e)
n/a	Nick Austin	Licensing Incl.: Gaming, Alcohol, Entertainment, Late night, Sex Establishments, Temporary Events, Structure on the Highway, Scrap metal, charity collections, Skin piercing	6 years following the expiry or termination of the permit	Local Government Miscellaneous Provisions Act 1982 Licensing Act 2003 Gambling Act 2005 Highways Act 1980, S.115(c)(e)
n/a	Nick Austin	Unsuccessful Applications / Appeals Incl: docs and correspondence	6 years from date of decision	--
n/a	Nick Austin	Covid Pavement Licensing	6 years following the expiry or termination of the permit	Business and Planning Act 2020
Food Licensing	Nick Austin	Food Business Registration and certificates (incl. registration and inspections, formal action)	6 years following the closure of the business or conclusion of any formal action	Food Safety Act 1990, Chapter 16 Article 6 of Regulation (EC)

Sub-classification	Data owner	Information type	Retention action	Authority
				No. 852/2004 on the hygiene of foodstuffs (retained in UK law)
Food Complaints	Nick Austin	Food Complaints (incl. complainants' details and medical situation, formal action notices etc)	6 years from the conclusion of the investigation or formal action	Food Safety Act 1990, Chapter 16 Food Hygiene (England) Regulations 2013.
Health and Safety Complaints/ Accident reports/ investigations	Nick Austin	Health and safety investigations including RIDDOR notifications	6 years following the conclusion of the investigation / or 6 years following an injured child reaching the age of 18 / or 40 years for investigations involving asbestos (including exposure records and risk assessments)	Health and Safety at Work Act 1974 and regulations thereunder ; Control of Asbestos Regulations 2012
Housing Licensing	Nick Austin	Houses in multiple occupation licences Incl. mandatory and additional	6 years after end of licence period	-
Private Sector Housing	Nick Austin	Enforcement Notices Incl.: improvement notices, prohibition orders, demolition orders, clearance orders, building act notices	-	Housing Act 1985 Housing Act 2004 Building Act 1984
Public Health	Nick Austin	Infectious Disease Investigations (incl.: large scale food poisoning, TB, infectious diseases)	6 years from case closure	Public Health (Control of Disease) Act 1984

Sub-classification	Data owner	Information type	Retention action	Authority
Public Health	Nick Austin	Major outbreak investigations (multi-premises, widespread outbreaks, significant public health incidents)	20 years from case closure, then review for archival value	Public Health (Control of Disease) Act 1984
Taxis and Private Hire	Nick Austin	Operator licence records	6 years from date last license expires/surrendered/revoked	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Nick Austin	Vehicle licence records	6 years from date last license expires/surrendered/revoked	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Nick Austin	Driver licence records	6 years from date last license expires/surrendered	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Nick Austin	Driver licence records – refused or revoked Hackney carriage and private hire vehicle driver's licence applications and renewals	retain for 25 years from date of refusals / revocation	Local Government (miscellaneous provisions) Act 1976 National Register of Refusals and Revocations (NR3) so other Local Authorities can request reasons for refusal or revocation.

Data owner: Environmental protection team leader

Environmental Protection

Sub-classification	Data owner	Information type	Retention action	Authority
n/a	Sally Nicholson	Contaminated Land	12 years from case closure	Environmental Protection Act 1990 Part IIA
n/a	Sally Nicholson	Air Quality Incl.: monitoring, reporting and action plans	Indefinite	Environment Act 1995 Part IV No statutory retention period specified. Retain indefinitely due to long-term environmental monitoring, evidential value, trend analysis, public health significance and potential planning/legal use.
n/a	Sally Nicholson	Pollution Prevention Control Permitting (PPC) Incl.: applications, appeals	6 years from end of license	Environmental Permitting Regulations Retain 6 years after permit surrender, revocation or case closure to cover

Sub-classification	Data owner	Information type	Retention action	Authority
				limitation periods and enforcement requirements. No statutory retention period specified in the Environmental Permitting Regulations this is best practice
Enforcement	Karen Smith Sally Nicholson	Notices Issues Incl.: Abatement Notices, Prevention of Damage by Pests Act Notices	Review notices annually. Dispose of records if no longer relevant 6 years from cessation of notice or enforcement activity	Prevention of Damage by Pests 1949 (PDPA)
Enforcement	Karen Smith Sally Nicholson	Notices Issues Incl.: ABATE Notices	Review notice annually. Dispose of records if no longer relevant 6 years from cessation of notice or enforcement activity	Environmental Protection Act 1990
Enforcement	Karen Smith Sally Nicholson	Formal Enforcement – 1 year Incl.: Absolute Discharge, Acquitted, Dismissed, No Evidence Offered, Not Guilty, No Further Action, Not Proven, Unsuccessful Court Action, Withdrawn, Or similar	1 year from date of outcome	Environmental Protection Act 1990 Public Health Act, 1936

Data owners: Community safety manager / Environmental health manager

Environmental Protection

Sub-classification	Data owner	Information type	Retention action	Authority
Enforcement	Karen Smith Sally Nicholson	Notices Issues Incl.: ABATE Notices, PDPA,	Review notice annually. Dispose of records if no longer relevant 6 years from cessation of notice or enforcement activity	Prevention of Damage by Pests 1949 (PDPA)
Enforcement	Karen Smith Sally Nicholson	Formal Enforcement – 1 year Incl.: Absolute Discharge, Acquitted, Dismissed, No Evidence Offered, Not Guilty, No Further Action, Not Proven, Unsuccessful Court Action, Withdrawn, Or similar	1 year from date of outcome	Environmental Protection Act 1990 Prevention of Damage by Pests 1949 (PDPA) Public Health Act, 1936 ASB Crime and Policing Act 2014
Enforcement	Karen Smith Sally Nicholson	Formal Enforcement – 6 years Incl.: Adjourned Sine Die, Administrative Penalty Accepted, Community Order, Control Order, No Separate Penalty, Or similar	6 years from date of outcome	GDPR
n/a	Karen Smith Sally Nicholson	Formal Enforcement – 10 years Incl.: Anti-Social Behaviour Order, Charges Left on File, Civil Injunction, Combination Order, Compensation	10 years from date of outcome	GDPR

Sub-classification	Data owner	Information type	Retention action	Authority
		Order, Conditional Discharge, Confiscation Order, Criminal Anti-Social Behaviour Order, Criminal Behaviour Order, Curfew Order, Deferred Sentence,		
n/a	Karen Smith Sally Nicholson	Formal Enforcement – 25 years Incl.: Court Declares Contempt of Court, Disqualified from Being a Company Director, Disqualified from Keeping Animals, Imprisonment, Property Recovered, Warrant Out for Arrest, Or similar	25 years from date of outcome	GDPR

Data owner: Director of finance (s151 Officer)

Finance

Sub-classification	Data owner	Information type	Retention action	Authority
n/a	Robert Mayes	Financial inclusion team incl. Welfare benefit and debt advice	7 years from contact	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Income	Robert Mayes	Income Processing Incl.: receipts, debtor accounts, cash books and till rolls and	6 years from the end of the financial year created	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000

Sub-classification	Data owner	Information type	Retention action	Authority
				HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Income	Robert Mayes	6 years from the end of the financial year created	6 years from the end of the financial year created	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Income	Robert Mayes	Grants	6 years from the end of the financial year created (unless the scheme specifies otherwise)	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962

Sub-classification	Data owner	Information type	Retention action	Authority
				Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Treasury Management	Robert Mayes	Loan Administration the activity of borrowing money to enable a local authority to perform its functions and exercise its powers	6 years after the end of the financial year after the loan has been repaid	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Payments	Robert Mayes	Purchases and Payment Processing Incl.: Orders, credit notes, creditor invoices, approvals, receipts	6 years from the end of the financial year created	Companies Act 2006 Value Added

Sub-classification	Data owner	Information type	Retention action	Authority
				Tax Act 1994, Section 6 Finance Act 1998, Sch 18, Part 3 Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Payments	Robert Mayes	Purchase Card payments Incl.: Orders, approvals, receipts	6 years from the end of the financial year created	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of

Sub-classification	Data owner	Information type	Retention action	Authority
				Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Payments	Robert Mayes	Purchase Card Administration Incl.: authorisation to use cards	6 months after the end of the FY in which the individual ceases to be a card holder	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Taxation	Robert Mayes	Taxation Management Incl.: NI contributions	6 years from the end of the financial year created	Taxes Management Act 1970, Section 34

Sub-classification	Data owner	Information type	Retention action	Authority
				Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
n/a	Robert Mayes	Bids	For unsuccessful bids retain for 1 year following the conclusion of the external audit of the year in which they relate. For successful bids retain for a further 1 year after the conclusion of the audit of the FY in which the bid related activity concludes.	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance

Sub-classification	Data owner	Information type	Retention action	Authority
				Handbook - CH15100 - Record Keeping
Reconciliation	Robert Mayes	Bank reconciliation	6 years from the end of the financial year created	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
n/a	Robert Mayes	Other financial account reconciliations	1 year following the conclusion of the external audit of the FY in which they relate.	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000

Sub-classification	Data owner	Information type	Retention action	Authority
				HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping
Money Laundering and bribery	Robert Mayes	Records relating to due diligence conducted under the money laundering policy and any reports / disclosures made to the Money Laundering Reporting Officer	5 years from case closure	Accounts and Audit Regulations 2015 Local Government (Records) Act 1962 Section 46 of the Freedom of Information Act 2000 HMRC internal manual – Compliance Handbook - CH15100 - Record Keeping

Internal Audit, Risk Management & Insurance

Sub-classification	Data owner	Information type	Retention action	Authority
Insurance	Henry Swan	Insurance contracts, insurance policy documents and insurance registers	Indefinitely	Emailed Henry Swan for the rest of the below

Sub-classification	Data owner	Information type	Retention action	Authority
Insurance	Henry Swan	Insurance claims	7 years from settlement of claim	-
Insurance	Henry Swan	Insurance Management Information Incl.: payments data, statistics	Indefinite	-
Risk Management	Henry Swan	risk management/loss control data, minutes of risk management meetings, initiatives taken,	Indefinite	-

Procurement and Contracts

Sub-classification	Data owner	Information types	Retention action	Authority
n/a	Henry Swan	Contracts (under seal) Any documents under seal incl. deeds and contracts Incl. Tender specification, unsuccessful tenders, evaluation criteria, tender document quotations, signed contract	12 years after termination	-
n/a	Henry Swan	Contracts (standard) Ordinary contracts incl. Tender specification, evaluation criteria, tender document quotations, signed contract, unsuccessful tenders	6 years after the terms of the contract have expired	-
n/a	Henry Swan	Aborted / Abandoned Tenders	6 months from date of decision	-
n/a	Henry Swan	Contracts Register	Indefinite	-
n/a	Henry Swan	Quotes (for purchase order agreements)	6 years after the terms of the agreement have expired	-

n/a	Henry Swan	Procurement Procedure Exemptions Incl. S151 Officer approval	Retain documents in line with contract documents as stated above	-
n/a	Henry Swan	Grant funded projects - these usually have conditions attached regarding the retention of documents eg NELM, Interreg (European) projects	6 years from project completion.	-
Grant funded projects	Henry Swan	Warms homes: local Grant	10 years from the date the funding ends	-

Data owner: Head of revenues and benefits

Finance – Revenues and Benefits

Sub-classification	Data owner	Information type	Retention action	Authority
Benefits	Tanya Bandekar	Housing benefit records (incl. over-payments) Council Tax Reduction records	Retain for 6 years plus current after closure of claim where no debt exists HB O/P – 6 years after recovery/write-off Fraud investigations-6 years after closure of case Longer periods where fraud investigations, litigation, public inquiries or safeguarding legal interests require retention Appeal and Tribunal records- 6 years after final determination	Best Practice – DWP Guidance Limitation Act 1980, Section 2 in some cases Local Government Finance Act 1992 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)
Taxation	Tanya Bandekar	Business Rates Norwich BID levy	Retain for 6 years plus current after the closure of the account where no debt exists.	Local Government Finance Act 1988

Sub-classification	Data owner	Information type	Retention action	Authority
			BID levy treated the same as Business Rates Longer periods where fraud investigations, litigation, public inquiries or safeguarding legal interests require retention	Non-Domestic Rating (Collection and Enforcement) (Local Lists) Regulations 1989 Non-Domestic Rating (Collection and Enforcement) Regulations 1989 BID levy- Corporate retention schedule The Business Improvement Districts (England) Regulations 2004 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)
Taxation	Tanya Bandekar	Business Rate Grants	Retain for 10 years from the end of the financial year that aid was given.	Records are retained for 10 years because certain schemes

Sub-classification	Data owner	Information type	Retention action	Authority
				were awarded under the EU COVID-19 Temporary State Aid Framework, which required detailed records of aid awards to be kept for 10 years from the date of grant.
Taxation	Tanya Bandekar	Council Tax Incl. records relating to applications, exemptions, and reductions.	Retain for 6 years plus current after closure of account where no debt exists Longer periods where fraud investigations, litigation, public inquiries or safeguarding legal interests require retention If a council can demonstrate a continuing lawful purpose, such as: maintaining an audit trail,	Limitation Act 1980, Section 2 (The Limitation Act does not dictate retention periods. A council may be justified in retaining records longer where there is a lawful purpose, such as ongoing recovery activity, fraud investigations, litigation, audit requirements, or maintaining a proper tax history. Retention must be justifiable under

Sub-classification	Data owner	Information type	Retention action	Authority
			defending legal challenges, supporting historic liability decisions, fraud investigation, preserving valuation and billing history, then retention beyond six years may be justified under data protection law.	data protection law rather than by reference to Limitation Act s.2) alone. Local Government Finance Act 1992 Council Tax (Administration and Enforcement) Regulations 1992 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)
Taxation	Tanya Bandekar	Council Tax - Valuation Office Schedules (incl.: New properties, band changes, rate changes)	Retained from April 1993 indefinitely and supporting documentation retained in Civica/Sharepoint. Historic VOA list information may still be needed to:	Local Government Finance Act 1992 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)

Sub-classification	Data owner	Information type	Retention action	Authority
			evidence liability decisions; support backdated band changes; respond to complaints or litigation; maintain the audit trail of Council Tax accounts Retained for business need, audit requirements and data protection principles	
Taxation	Tanya Bandekar	Business rates - Valuation Office Schedules (incl.: New properties, band changes, rate changes)	Retained from April 1993 indefinitely and supporting documentation retained in Civica/Sharepoint.	Local Government Finance Act 1988 UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)
Taxation	Tanya Bandekar	Rating Lists up to c.1988	No longer kept- may have been given to Norwich archives at County Hall as no longer relevant	UK General Data Protection Regulation (UK GDPR) Data Protection Act 2018 (DPA 2018)

Data owner: Corporate health & safety manager

Health and Safety

Sub-classification	Data owner	Information type	Retention action	Authority
Monitoring	Dave Brown	Risk Assessments	Current version + 6 years after supersession.	Best practice based on Management of Health and Safety at Work Regulations 1999, Regulation 3. Written record required where 5 or more employees, however **no retention period specified**.
Monitoring	Dave Brown	Fire risk assessments	Current version + previous versions retained indefinitely or at least 6 years.	Best practice based on Regulatory Reform (Fire Safety) Order 2005. However, **no statutory retention period.**
Monitoring	Dave Brown	Training records	Employment duration + 6 years.	Best practice based on Health and Safety at Work etc. Act 1974 s.2 and Management Regulations 1999 Regulation 13. However, **no**

Sub-classification	Data owner	Information type	Retention action	Authority
				statutory retention period.
Monitoring	Dave Brown	Accident and Incident reporting forms (involving children)	Legal requirement is 3 years from the child's 18th birthday. So, 3 years+. However, to align with Limitation Act civil claims exposure Retention should be 6 years, from 18 years old.	Social Security (Claims and Payments) Regulations 1979
Monitoring	Dave Brown	Accident and Incident reporting forms (Involving Adults only) Incl. lone worker safety calls	3 years from the date of the incident report. However, to align with Limitation Act civil claims exposure Retention should be 6 years.	Social Security (Claims and Payments) Regulations 1979
Monitoring	Dave Brown	RIDDOR Reports	3 years from the date of the incident report. However, to align with Limitation Act civil claims exposure Retention should be 6 years.	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), Regulation 12.
Monitoring	Dave Brown	Near Miss reports	3 years	Best practice only.
Health Surveillance records	Dave Brown	COSHH	40 years from last entry	Control of Substances Hazardous to Health Regulations

Sub-classification	Data owner	Information type	Retention action	Authority
				2002 (COSHH), Regulation 11(3).
Monitoring Records	Dave Brown	COSHH Exposure	5 years minimum. Where records identify individual employees and are related to exposure, retention may extend to 40 years.	COSHH Regulation 10 requires monitoring records to be retained.
Health Records	Dave Brown	Asbestos	40 years from last entry	Control of Asbestos Regulations 2012, Regulation 22(1)(b).
Medical Surveillance Certificates	Dave Brown	Asbestos	Certificates issued following medical examinations must be kept for at least 4 years.	Control of Asbestos Regulations 2012, Regulation 22(4).
Health Records	Dave Brown	Lead Exposure	40 years from last entry	Control of Lead at Work Regulations 2002
Thorough Examination Reports	Dave Brown	LOLER	Until next report, or 2 years, whichever is longer.	Lifting Operations and Lifting Equipment Regulations 1998, Regulation 11.
Examination Reports	Dave Brown	Pressure Systems	Current report plus previous report.	Pressure Systems Safety Regulations 2000.

Data owner: Director of property (Housing)

Health and Safety

Sub-classification	Data owner	Information type	Retention action	Authority
Monitoring	Chris Pegge	Asbestos monitoring eg property asbestos files	40 years from last action	Health and Safety at Work Act 1974 and regulations thereunder ; Control of Asbestos Regulations 2012

Data owner: Executive director of communities and housing

Housing

Sub-classification	Data owner	Information type	Retention action	Authority
Housing Provision	Davina Howes	Emergency accommodation data	7 years from date of provision	Housing Act 1996 and Homelessness Reduction Act 2017
Housing Options	Davina Howes	Homelessness enquiries, prevention, relief and full statutory homelessness case records	retain for 7 years from closure of the enquiry, case or discharge of the last homelessness duty, , unless the information becomes part of another active case or must be retained under another schedule.	Housing Act 1996 and Homelessness Reduction Act 2017

Sub-classification	Data owner	Information type	Retention action	Authority
Housing Options	Davina Howes	Management information and statistics	retain anonymised or effectively de-identified information for as long as there is a genuine statistical, research or service-planning need.	Housing Act 1996 and Homelessness Reduction Act 2017
Managing Tenancies	Davina Howes	Garages and parking bays	7 years from end of tenancy	Limitation Act 1980 – 6-year contract claims; 12-year deed claims
Managing Tenancies	Davina Howes	Housing rents - Pre-court mediation documentation	Retain only for use at court hearing	Limitation Act 1980 s.19 – rent arrears
Managing Tenancies	Davina Howes	Housing tenancy documentation	6 years after end of tenancy	Limitation Act 1980 – contract/deed limitation
Managing Tenancies	Davina Howes	Housing tenant involvement team. Incl details of invites to events	2 years from date of event	UK GDPR storage limitation; consultation evidence
n/a	Davina Howes	Leasehold management	7 years from end of lease	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980
Managing Tenancies	Davina Howes	Process for managing tenancy of individual tenants	Destroy 12 years after termination of tenancy	RMS/IRMS local authority guidance – tenancy

Sub-classification	Data owner	Information type	Retention action	Authority
				management 12 years
Managing Tenancies	Davina Howes	Rent payments incl rent books, correspondence concerning payment, requests for payment	Retain for 6 years after the end of the financial year in which the record was created	Audit/accounting requirements; Limitation Act 1980 s.19
Managing Tenancies	Davina Howes	Right to buy	Retain for 7 years after the end of the financial year in which the sale took place	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980
Housing Provision	Davina Howes	Sheltered housing	Retain for 3 years from end of tenancy	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980
Managing Tenancies	Davina Howes	Signed/sealed tenancy agreements	Retain for 6 years after the terms of the agreement have expired	Limitation Act 1980 s.5/s.8
Managing Tenancies	Davina Howes	Tenancy Support Incl. Early Help and Specialist Services	Retain for 6 years after end of tenancy	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980

Sub-classification	Data owner	Information type	Retention action	Authority
n/a	Davina Howes	Home improvement loans and grants under £50,000	Retain for 6 years after the last payment for grants under £50,000.	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980
n/a	Davina Howes	Home improvement loans/grants (over £50,000)	For loans/grants over £50,000 destroy after 12 years after last payment.	Article 5(1)(c) of the UK GDPR. Or longer if ongoing litigation, safeguarding, or insurance claims. Limitation Act 1980

Data owner: Director of people and culture

Human Resources

Sub-classification	Data owner	Information type	Retention action	Authority
n/a	Kerry Eldridge	Core Employee Data Details of all current and former employees. This includes: names, dates of birth, positions held and NINOs.	7 years from date of leaving	In line with Data Protection Act 2018 we retain this data for lawful purposes to references.
n/a	Kerry Eldridge	Employee personal file (incl. disciplinary, grievance and long-term sickness management case files))	7 years from date of leaving	In line with Data Protection Act 2018 we retain this data for lawful purposes, in case of discrimination cases
n/a	Kerry Eldridge	Records of staff working with children	7 years from date of leaving	In line with Data Protection Act 2018 we retain this data for lawful purposes relating to references.
n/a	Kerry Eldridge	Payroll and Tax records	6 full tax years plus current year	Income Tax (PAYE) Regulations 2003. In line with Data Protection Act 2018 we retain this data for lawful purposes relating to references.

Sub-classification	Data owner	Information type	Retention action	Authority
Occupational Health	Kerry Eldridge	Pre-employment Health Checks Incl.: Health questionnaires, medical clearance, occupational health recommendations	40 years from date of leaving	In line with Data Protection Act 2018 we retain this data for lawful purposes, in case of discrimination cases or information required for references.
Occupational Health	Kerry Eldridge	Occupational health and safety training records	40 years from date of leaving	In line with control of substances hazardous to health regulations 2002 (COSHH)
Occupational Health	Kerry Eldridge	Health Monitoring / Screening: Process of monitoring of areas where employees and persons are likely to have come into contact with radiation eg radon	40 years from date of leaving	In line with control of substances hazardous to health regulations 2002 (COSHH)
Recruitment	Kerry Eldridge	Unsuccessful Applicants	12 months from date of decision	In line with Data Protection Act 2018 we retain this data for lawful purposes, in case of discrimination cases.
Pensions	Kerry Eldridge	Opt-In/Opt-out records	70 years from date of leaving	The Local Government

Sub-classification	Data owner	Information type	Retention action	Authority
				Pension Scheme Regulations 2013 In line with Data Protection Act 2018 we retain this data for lawful purposes, in case we need to supply data to pension provider
Pension	Kerry Eldridge	Monthly returns Incl.: non-personal data, financial contributions and payments	70 years from date of leaving	The Local Government Pension Scheme Regulations 2013 In line with Data Protection Act 2018 we retain this data for lawful purposes, in case we need to supply data to pension provider.
n/a	Kerry Eldridge	Register of Interests	7 years from date of leaving	In line with Data Protection Act 2018 we retain this data for lawful purposes to references

Data owner: Head of planning and regulatory services

Land Charges

Sub-classification	Data owner	Information type	Retention action	Authority
Land Charges	Sarah Ashurst	All property documentation/records, including terriers, land charges, building control statements, subsidence records. Including: Administration of planning and related applications, Legal obligations, Appeals, Disabled adaptation grants	Keep indefinitely	-
Local land searches	Sarah Ashurst	Local land searches	Retain for 12 months from the date of search	-

Planning

Sub-classification	Data owner	Information type	Information type	Authority
n/a	Sarah Ashurst	Planning Applications	Indefinite	-
n/a	Sarah Ashurst	Planning Application Register	Indefinite	-
n/a	Sarah Ashurst	Planning Pre-application Advice	Indefinite	-
n/a	Sarah Ashurst	Planning Enforcement	Indefinite	-
n/a	Sarah Ashurst	Planning Policies	Indefinite	-
n/a	Sarah Ashurst	Building Control	Indefinite	-
n/a	Sarah Ashurst	Design, Landscape and Conservation	Indefinite	-
n/a	Sarah Ashurst	Buildings at Risk	Indefinite	-
n/a	Sarah Ashurst	Conservation Area Designations (incl.: appraisals)	Indefinite	-
n/a	Sarah Ashurst	Heritage Asset Designations Incl.: listing processes	Indefinite	-

Sub-classification	Data owner	Information type	Information type	Authority
n/a	Sarah Ashurst	Tree Management Incl.: Tree Protection Orders and trees in conservation areas	Indefinite	-
n/a	Sarah Ashurst	Capital Projects May incl. designing, project management,	Indefinite	-
n/a	Sarah Ashurst	Technical Incl.: maps, GIS data, plans,	Indefinite	-

Data owner: Norfolk County Council

Transportation and Infrastructure

The transport and infrastructure function is no longer held by Norwich City Council. This now is undertaken by Norfolk County Council. However, we do continue to hold legacy data.

Sub-classification	Data owner	Information type	Retention action	Authority
Infrastructure Management	Norfolk County Council	Compliance notice	3 years from date of notice	-
Infrastructure Management	Norfolk County Council	Correspondence about programmed works	7 years after work completed	-
Infrastructure Management	Norfolk County Council	Records of location of highways, bridleways and rights of way, including enquiries and disputes	Indefinite	-
Infrastructure Management	Norfolk County Council	Reports on maintaining and repairing roads, streets, bridges, bridle paths, rights of way and tunnels	12 years after action is completed	-
Infrastructure Management	Norfolk County Council	Requests for service (including petitions)	7 years after work completed	-
Infrastructure Management	Norfolk County Council	Road schemes requiring traffic regulation orders (TROs), road notices and consultation.	7 years after work completed	-
Highways Enforcement	Norfolk County Council	Parking PCN Incl.: PCNs that get passed to Traffic Penalty Tribunal	2 years from closure of PCN case **Get date of destruction**	-
n/a	Norfolk County Council	Moving Traffic Offences / Idle Engine Incl.: bus lane enforcement	4 years from case closure	-

Data owner: Environment services manager (Commissioning)

Waste, Recycling and Street Cleansing

Sub-classification	Data owner	Information type	Retention action	Authority
Waste Collection	Oliver Furbur	Bin deliveries incl. delivery costs	12 months from end of financial years	**Local Government Act 1972** and **UK GDPR/Data Protection Act 2018 –** No specific statutory retention period; 12 months is operational best practice.
Waste Collection	Oliver Furbur	Missed collections (CIVICA & OpenTask web-portal > NCC or BIFFA)	12 months from end of financial years	**Environmental Protection Act 1990, Section 45** (duty to collect household waste) **UK GDPR Article 5(1)(e)** and **Data Protection Act 2018**. Retention based on customer service, complaints handling and operational need. No specific statutory period.
Fly-Tipping	Oliver Furbur	Collections (OpenTask web-portal > NCSL)	12 months from end of financial years	**Environmental Protection Act**

Sub-classification	Data owner	Information type	Retention action	Authority
				1990, s.59 & s.33 (fly-tipping duties and powers) together with **UK GDPR/Data Protection Act 2018**. No prescribed retention period.
Waste Disposal Sites	Oliver Furbur	Waste Transfer Notes (BIFFA & NCSL) (Shared Drives)	2 years from end of financial years	**Environmental Protection Act 1990, Section 33 and Section 59** **Waste (England and Wales) Regulations 2011, Regulation 35(6)** – transferor and transferee must keep waste transfer notes for at least 2 years
Street Cleaning	Oliver Furbur	(CIVICA & OpenTask)	12 months from end of financial years	**Environmental Protection Act 1990, Part IV (Litter and Refuse)**
Waste Enforcement	Oliver Furbur	Fly-tipping FPNs (Civica)	6 years from case closure	**Environmental Protection Act**

Sub-classification	Data owner	Information type	Retention action	Authority
				1990; **Clean Neighbourhoods and Environment Act 2005**; retention aligned to **Limitation Act 1980**
Abandoned Vehicles	Oliver Furbur	Investigations to determine if abandoned	6 years from case closure	**Refuse Disposal (Amenity) Act 1978**; **Clean Neighbourhoods and Environment Act 2005**
Pest control	Oliver Furbur	Technical Operations (NCSL) PC – Civica N&G – OpenTask & Civica historical	6 years from case closure	**Prevention of Damage by Pests Act 1949** and **Limitation Act 1980**. Six years appropriate were investigations, notices or complaints may be challenged.
Needles / Sharpes	Oliver Furbur	Technical Operations (NCSL) PC – Civica N&G – OpenTask & Civica historical	6 years from case closure	**Environmental Protection Act 1990**; operational retention supported by **Limitation Act 1980**

Sub-classification	Data owner	Information type	Retention action	Authority
Graffiti	Oliver Furbur	Technical Operations (NCSL) PC – Civica N&G – OpenTask & Civica historical	6 years from case closure	**Environmental Protection Act 1990**; operational retention supported by **Limitation Act 1980**

Data owner: Environmental strategy manager

Environmental Strategy

Sub-classification	Data owner	Information type	Retention action	Authority
Grant funded projects	Phil Hunt	Warm Homes: Local Grant	10 years from the date the funding ends	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Grant funded projects	Phil Hunt	Warm Homes: Social Housing Fund	10 years from the date the funding ends	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Grant funded projects	Phil Hunt	Social Housing Decarbonisation Fund	10 years from the date the funding ends	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Grant funded projects	Phil Hunt	Grant funded projects – these usually have conditions attached regarding the retention of documents e.g. Heat Network Efficiency Scheme, Heat Network Development Unit, Nature Towns & Cities Fund	6 years from project completion	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Delivery	Phil Hunt	Solar Together Norfolk (‘Switch Together Solar’)	1 year from project completion	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Delivery	Phil Hunt	Norfolk Energy Switch (‘Switch Together Energy’)	1 year from project completion	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.

Sub-classification	Data owner	Information type	Retention action	Authority
Service Delivery	Phil Hunt	Consultancy reports and study documents associated with environmental workstreams	Indefinite	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Delivery	Phil Hunt	Energy efficiency video case studies ('Home Energy Hub Norfolk')	Until 31st March 2033	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Development	Phil Hunt	Norwich Energy Plan questionnaire (Get Talking Norwich)	Until 31st March 2028	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Development	Phil Hunt	Procurement carbon emissions analysis	7 years after the relevant financial year	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.
Service Delivery	Phil Hunt	Environmental Grants scheme	6 years from date of last payment	UK GDPR Article 5(1)(e) (Storage Limitation Principle) and business need.