

TRINITY MONEY ADVICE LEICESTER

FILE RETENTION & DESTRUCTION POLICY

Data Archiving

Best practice would indicate that casework and related documentation is stored for 6 years (12 years for mortgage arrears debt) from the closure of the case, either in electronic or hard copy formats.

For details of Data Retention Periods, see Trinity Money Advice Leicester's Privacy Notice.

File Destruction - hard copy

After 6 (or 12) years after the case has closed paper documentation is destroyed by one of the following methods:

- Shredding.
- Incineration.
- By a recognised confidential document disposal agency.

As all closed cases on Catalyst will be deleted after 6 years, it is imperative that hard copy documentation is kept for all mortgage arrears debts.

File Destruction - electronic

a) Catalyst

Electronic records are primarily held on Catalyst (Community Money Advice's bespoke cloud-based case management software).

In this system:

- Cases are closed when completed.
- Closed cases are deleted from the central server after 6 years.
- In the instance of Trinity Money Advice Leicester ("TMAL") ceasing trading, TMAL's portal/server partition is closed down, records are archived for 6 years and then deleted by CMA.

b) LOCAL

Files held on local computers or back-up drives are deleted after 6 years (or 12 years for mortgage related issues).

Emails

The recommendation is that emails should be kept for a maximum of 6 months on an email client (eg. Outlook). Important emails should be transferred to the client's case file.

Responsibility

Responsibility for the archiving and subsequent destruction of data lies with TMAL's Centre Manager. In the case of centre closure TMAL's Centre Manager will be responsible for all aspects of file destruction.

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