

Telefónica UK Policy Data Retention Schedule

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This schedule should be read in conjunction with the current Data Retention Policy

Change History			
Version	Date	Changed by	Changes
V 1	20/6/2016	Tony Sparrow	First issue of schedule with new Policy replacing GC/2015/08 & 09
V1.1-3	14/03/2018	Tony Sparrow	Draft changes for GDPR and giffgaff variations
V1.4	15/05/2018	Tony Sparrow	Final changes for approval
V2.0	24/5/2018	Tony Sparrow	Published version following CDC Approval
V2.1	04/12/2018	Tony Sparrow	Updated giffgaff variations
V2.2	02/03/2020	Simon Carey	ICO request to add CDR/Electronic comms retention days
V2.3	11/03/2020	Amanda May/Simon Carey	Interim Review in preparation for full review

The following classifications have been used to structure this Schedule:

Classification	Description	General Retention Period (see relevant section for variations)
Personal Data (sub-divided into)	Individuals can be identified from their data or via the data being linked with other information owned by a Data Controller.	
Customer Data	Personal data about an individual Customer used to enable and enhance their overall mobile experience.	Last Transaction + 12 Months
Employee Data	Personal data about an individual employee recorded or generated as a result of their employment with Telefónica UK. This includes details of prospective employees.	Employment Period + 6 years
Non-Personal Data	Data that does not relate to an identifiable living individual. This includes aggregated data (combined statistical information about several individuals) and anonymous data (data that does not identify individuals on its own or in combination with other data).	Up to 5 Years
Financial Data	Records of Telefónica UK corporate, supplier, customer and employee financial transactions.	7 Years
Corporate Data	Any information arising from Telefónica UK corporate operations excluding financial, personal and non-personal data. This includes data from procurement, legal, IT, property, sales and marketing, R&D, Environmental and Health and Safety.	Life of the Company

Note that references to Telefónica UK below should also be read as a reference to any third party handling data on behalf of Telefónica UK and the same retention requirements should be applied.

Customer Data

Customer Records (Including hosted customer content)

General Rule	Customer Data should be retained for 12 months after the last transaction date
Reason	Data protection laws allow personal data to be retained for as long as is necessary in connection with the original purpose for which the data was used and longer if necessary for historical, statistical or research purposes
Notes	<ul style="list-style-type: none"> • For the purpose of this Information Retention Policy, customer records exclude Call Detail Records, which are covered in their own section. This section covers both individual customers and corporate customers. • For accounts in dispute or where there is any debt collection or credit repayment action: retain until the dispute is finally settled, the debt is discharged or written off, or the credit repaid or written back. • Merely changing the status of an account (e.g. from active to terminated) does not constitute a transaction under this rule. • Internal Shared storage locations open to all network users must not be used to store any data that is, or should be, marked “In Confidence” or above. • External Shared storage locations open to the public must not be used to store any data that is, or should be, marked “In Confidence” or above. • Customer Data should only be transmitted in accordance with the Security Policy. It should not be transmitted via SMS, text or external messaging platforms • We have an obligation under our Data Protection Policy to ensure that any customer data we collect is accurate and up to date.

Variations	Record Type	Retention Period	Reason and comments
	Customer web data	Only web data up to the first "slash" before a third party website can be retained.	Full customer web data cannot be used for analytical purposes without explicit customer consent
	Telefónica UK customer content hosted by Telefónica UK (for example BlueBook)	In accordance with the relevant terms of contract with the customer	Contractual requirement
	Litigation (including debt collection) files	Retention period determined by the Legal Department	Evidence/business purposes
	Multi-Device based loan Management (e.g. Refresh, Business Essentials)	Termination/expiry + 7 years	Offering a credit agreement for handsets so need to align with other financial products (e.g. billing data – 7 years)
	Customer Test Data	Customer or employee data should not be used as test data for Telefónica UK or 3 rd party supplier applications or systems unless you have approval from the Customer Data Council.	Where data subjects are unlikely to know that their data may be used in testing, it is recommended that they are informed. Data subjects must be notified of any unusual purposes for which their data may be used.
	Customer invoices (these may also be referred to as "billing records") and payment details	O2 - End of financial year + 7 years	Companies Act/VAT Act 1994
	giffgaff member payments	10 years	giffgaff payments are managed by Adyen in Netherlands and 10 years is Dutch law
	Corporate Customer Contracts	Termination/expiry + 7 years	Limitation period
	Executed fixed sum credit, running account and hire agreements and related documents and records	To be available for production for duration of the agreement BUT to be retained 7 years after termination/expiry of the agreement (or 13 years if executed as a deed)	Limitation period
Ex-Customer Data	May be retained for up to 5 years if there is a valid business reason to do so.	To enable historical analytics, support win-back marketing campaigns or deal with disputes with former customers	

	Device Orders	O2 – 7 years from the shipping date giffgaff – 6 years from date of handset purchase	Repairs/ replacement under the Consumer Rights Act NB! O2 will remove customer details from the order records after 2 years
	Loan Details	O2 – 3 years after the Refresh Lease completes giffgaff – 6 years after loan completed	Consumer Credit Act compliance
	giffgaff SIM-only Customers	24 months after MSISDN deactivation (as a result of 6 months inactivity) or port out	Rarely get 'deactivation' requests;
	Community	O2 – 12 months after last activity Contributions - indefinite giffgaff - Member account details – 30 months from the last login Posts/ Ideas/ Kudos – indefinite	In line with Ts&Cs for Community Avoid re-registration for infrequent visitors Building the giffgaff knowledge base
	giffgaff cross-product/interaction retention	If member has multiple products or services, the data will be kept in line with the longest retention period before being anonymised. This includes complaints and the 30 month login rule.	
	giffgaff Application Log data (held by AppDynamics)	8 days	Usage analysis
	giffgaff Application Performance data (held by AppDynamics)	2 years	Application performance management (monitoring the technical performance of the giffgaff site and app)
	Complaints	O2 – 7 years giffgaff – Keep incident data for 2 years. If member has complained, keep complaint data for 5 years from last complaint date.	Legal would keep details if there were any extraordinarily protracted complaints
	giffgaff SIM scrubbing	1 month	Problem resolution
	Price Comparison	25 months after cancellation, or 30 months after last log in	Prospect analysis/re-engagement

Correspondence, Memoranda, Emails and other Electronic Communications

General Rule	An email on the Company's systems should be retained for no more than 12 months
Reason	Emails that do not need to be retained should be deleted. Review your emails (both received and sent) regularly
Notes	<ul style="list-style-type: none"> • Correspondence or memoranda with short-term value should not be kept if it no longer serves any administrative purpose • If it is determined that an email should be retained: Do not keep a copy of business critical emails on local storage, such as a PST file on your hard drive or on portable storage, since: <ul style="list-style-type: none"> - doing so may cause the Company to be in breach of its legal and regulatory obligations; and - Copies on local storage are not automatically backed up by the Company's systems.

	Record Type	Retention Period	Reason and comments
Variations	Correspondence that is material to a particular project	Life of the project + 2 years	Project files can be created for, for example, products, projects, customers or services. As a general guide, the life of the particular project plus 2 years is likely to be sufficient. Correspondence that is material to a particular project should be kept with the project and retained as long as the associated project file. If the email relates to a project or matter for which there is a shared folder or SharePoint site, store the email in the appropriate area.
	Correspondence that is material to a particular contract or relates to a significant or substantial project	Life of the project + 7 years	Where the project file contains correspondence that is material to a particular contract or relates to significant or substantial project(s) then the project file should be retained for 7 years after the end/termination of the project and/or relevant contract.

	A memorandum regarding an invention	Should be retained as long as the relevant invention records and notebooks	Customer web data
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Internet Communications Data

General Rule	Internet communications data should be retained for no more than 12 months
Reason	Data Retention Regulations
Notes	<ul style="list-style-type: none"> • If your query concerns the disclosure of internet communications data to law enforcement authorities or to a solicitor in response to a request then please contact the Telefónica UK's Legal department. • Under Data Retention Regulations the Telefónica UK must: <ul style="list-style-type: none"> - Retain certain data that is generated and processed in connection with Internet access, e-mail and Internet telephony ; and - Make that data available to various authorities; <p>for a period of 12 months after the communication was made. Thereafter, the Telefónica UK must destroy the data unless it has a legitimate business reason for retaining it. This retention period must be applied consistently across all Telefónica UK systems. In practice, this means Telefonica UK limited must retain the required data for 372 days after the communication was made in order for Telefonica UK Limited to meet these legal obligations</p> • For further guidance, please contact Telefónica UK's Legal department.

Call Detail Records (“CDRs”)

General Rule	Call Detail Records should be retained for no more than 12 months
Reason	Data Retention Regulations
<p>Notes</p>	<ul style="list-style-type: none"> • If your query concerns the disclosure of CDRs to law enforcement authorities or to a solicitor in response to a request then please contact Telefónica UK’s Legal Department. • Under Data Retention Regulations the Supplier must: <ul style="list-style-type: none"> - Retain certain data that is generated and processed in connection with a fixed line/mobile telephony communication; and - Make that data available to various authorities; <p>for a period of 12 months after the communication was made. Thereafter, the Supplier must destroy the data unless it has a legitimate business reason for retaining it. This retention period must be applied consistently across all Telefónica UK systems. In practice, this means Telefonica UK limited must retain the required data for 372 days after the communication was made in order for Telefonica UK Limited to meet these legal obligations</p> • For further guidance, please contact Telefónica UK’s Legal department.

Employee Data

Personnel Records

General Rule	Employee Data should be retained for up to 6 years after they have left Telefónica UK.
Reason	To cover the time limit for bringing any civil legal action

Employee Records (including recruitment)			
	Record Type	Retention Period	Reason and comments
Variations	Selection papers, including: - Application for employment - Interview notes - Educational certificates - Health Declaration/Health Capability form	Employment period + 6 years (for starter) Or 6 months from date of interview (for non-starter)	Limitation period on potential claims For non-starters, evidence to protect against actions for discrimination, etc.
	Criminal Record Check - if clear - if adverse and employment withdrawn	3 months if clear or 6 months following withdrawal of employment	Disclosure and Barring Service Guidance
	Probation	6 months from end of probation	ICO Guidance/Data Protection Laws
	References - Financial References - References from previous employer	Employment period + 1 year	ICO's Employment Practices Data Protection Code states that personal data should not be kept longer than is necessary for the purpose or purposes for which it is being processed
	Birth/Marriage/Divorce certificates	Employment period + 2 years	
	Right to Work in UK - UK Passport; - Birth certificate; - UK NI number - Worker registration scheme certificate	Employment period + 2 years	The company is required to comply with Immigration, Asylum and Nationality Act 2006 (the 2006 Act)

	- Visa - Work Permit - Letters from Home Office		
	Sponsorship - Certificate of sponsorship (COS) number - Correspondence related to the sponsorship application	Employment period + 2 years	As per Right to Work
	Contract of Employment and Contract Variations	Employment period + 6 years	Limitation period on potential claims /Evidence of compliance: written particulars must be given to employees.
	NDA	Term of obligation of confidentiality + 6 years	Limitation period on potential claims
	Individual Risk Assessments	Employment period + 6 years	Limitation period on potential claims. Forms archived at Iron Mountain

Termination of Employment Records

	Record Type	Retention Period	Reason and comments
Variations	VR Consultation paperwork and other associated documents e.g. meeting template and letter for each of the consultation meetings	Employment period + 1 year (for data relating to an individual) or; Last day of the project end + 1 year (for general documentation relating to a number of employees)	ICO's Employment Practices Data Protection Code states that personal data should not be kept longer than is necessary for the purpose or purposes for which it is being processed
	References for Leavers e.g. ex-employees and other requests	Date of request + 1 year	ICO's Employment Practices Data Protection Code states that personal data should not be kept longer than is necessary for the purpose or purposes for which it is being processed
	Redundancy details, calculations of payments, refunds, notification to the Secretary of State	6 years from the date of redundancy	Limitation period on potential claims
	Leaver Papers	Employment period + 6 years	Limitation period on potential claims
	Settlement Agreements	Employment period +67 years	Limitation period on potential claims

Employee Performance Records

Variations	Record Type	Retention Period	Reason and comments
	Mid and end year Performance Review	Employment period + 6 years	Limitation period on potential claims
	One to Ones	Employment period + 6 years	Limitation period on potential claims
	PDPs/Objectives	Employment period + 6 years	Limitation period on potential claims
	Training record	Employment period + 6 years	Limitation period on potential claims
			Where possible keep in electronic format rather than paper record. If possible, keep an annual checklist/attendance record of training undertaken by advisors.

Employee Disciplinary Records

Variations	Record Type	Retention Period	Reason and comments
	CAP documents including Formal Warnings	a) Recorded verbal/Informal warning: <ul style="list-style-type: none"> • 6 months from date of warning. b) Written warning: <ul style="list-style-type: none"> • 1 year from date of warning. c) Final written warning: <ul style="list-style-type: none"> • 2 years from date of warning. d) Warning in relation to serious misconduct: <ul style="list-style-type: none"> • Employment period + 1 year. e) If the warning has a time limit then, if there has not been any further incident within the time limit, it should not be kept for longer than that time limit other than in exceptional cases. f) If the warning leads to dismissal: Employment period + 6 years as part of the personal file.	Best practice/ICO Guidance / Data Protection Laws / Limitation period on potential claims
	Court cases, convictions and prison sentences	Refer to O2 Fraud & Security before disposal.	Retain in line with the Rehabilitation of Offenders Act.

	Employment Tribunals	Final determination + 3 years, then refer to O2 Legal before disposal.	Limitation period on potential claims
	Assault on duty	5 years from date of accident/ incident	ICO's Employment Practices Data Protection Code states that personal data should not be kept longer than is necessary for the purpose or purposes for which it is being processed
	Grievance / racial discrimination	6 years after closure of the case.	Limitation period on potential claims
	Litigation cases 3rd party claims Employers Liability	6 years from final determination of the claim, and then refer to Legal before disposal.	Limitation period on potential claims

Employee Health Records			
Variations	Record Type	Retention Period	Reason and comments
	Sick case papers	6 years from closure of case	Limitation period on potential claims Best practice/ ICO Guidance / Data Protection Laws
	Medical certificates/fit notes	1 year from date of issue	Best practice/ ICO Guidance / Data Protection Laws
	Return to work interviews	Employment period + 1 year	Best practice/ ICO Guidance / Data Protection Act 1998 Line Manager should retain documentation for 1 year following an interview and then should either retain the documentation or archive it for the remainder of retention period
	Occupational health records	Employment period + 3 years	Department of Health Records Management (NHS Code of Practice), as advised by Senior Occupational Physician
	Occupational Health records/documents related to any litigation	7 years from final determination of the claim, and then refer to Legal before disposal.	Department of Health Records Management (NHS Code of Practice), as advised by Senior Occupational Physician

Immunisation and vaccination records	10 years after conclusion of treatment	Department of Health Records Management (NHS Code of Practice), as advised by Senior Occupational Physician
Health surveillance, including medical reports, of employees who are, or are liable to be, exposed to a substance hazardous to health:	40 years from last entry on the record	Control of Substances Hazardous to Health Regulations 2002 (Reg.11(3)) Control of Asbestos Regulations 2006 Control of Lead at Work Regulations 2002
Record of personal exposure of an identifiable employee to hazardous substance at the workplace or monitoring record	40 years from exposure date	Control of Substances Hazardous to Health Regulations 2002 (Reg.10(5)(a))
Health records for classified persons under medical surveillance	50 years from the date of the last entry or age 75, whichever is the longer	Ionising Radiation Regulations 1999 (Reg.21(3))
Occupationally related diseases e.g. asbestosis, pneumoconiosis	10 years after date of last entry in the record	Department of Health Records Management (NHS Code of Practice), as advised by Senior Occupational Physician
Laser Test and Keystone records	Employment period + 6 years	Department of Health Records Management (NHS Code of Practice), as advised by Senior Occupational Physician

Special Circumstances: Accidents, Retirement and Maternity

	Record Type	Retention Period	Reason and comments
Variations	Accident on Duty Incident reports - Investigation reports - RIDDOR reports - B176 Registration for Industrial Injuries	3 years from date of entry of each reportable accident / incident. (Unless this relates to an occupational exposure such as asbestos, lead or hazardous substance, see "Health and Safety" section.)	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), reg. 7, and Social Security (Claims and Payments) Regulations 1979 reg.25(3)
	Records relating to children and young adults	until the child/young adult reaches the age of 21	Limitation period on potential claims
	Retirement Benefits Schemes – records of notifiable events, for example, relating to incapacity	6 years from the end of the scheme year in which the event took place	The Retirement Benefits Schemes (Information Powers) Regulations 1995 (SI 1995/3103)
	Statutory Maternity Pay records, calculations, certificates (Mat B1s) or other medical evidence	3 years (or to end of any tax enquiry, if longer)	The Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960) as amended

Payroll Records

General Rule	Payroll Data should be retained for 7 years (or to end of any tax enquiry, if longer)
Reason	This is a requirement as part of accounting records
Notes	<ul style="list-style-type: none"> Payroll documents and support data shall be kept in such a manner that the Company can prove that it has fulfilled its obligations under relevant legislation (Companies Act 2006), including relating to the national minimum wage (National Minimum Wage Act 1998) and hours of work (the Working Time Regulations 1998).

Employee Payroll Records			
	Record Type	Retention Period	Reason and comments
Detail	Employee earnings records (including details of overtime, bonuses, payment in kind, sick pay, and all other records and documents relating to the calculation and payment of employee pay)	7 years (or to end of any tax enquiry, if longer)	Tax and statutory employee pay record requirements including the Finance Act 1998, Statutory Maternity Pay (General) Regulations 1986, Income Tax (Pay As You Earn) Regulations 2003, and Statutory Sick Pay (General) Regulations 1982, each as amended. Limitation period on potential claims
	Employee related/payroll tax records (including annual returns of taxable pay and tax paid)	7 years (or to end of any tax enquiry, if longer)	<i>Statutory requirements:</i> Companies Act 1985 and 2006: Private companies must retain accounting records for a minimum of three years from the date that they were made (CA 1985, s.222(5)/CA 2006, s.388(4)). The Companies Acts requirements are only a minimum, however - some accounting records must also be retained for longer periods for tax and other purposes. Finance Act 1998: The Company must preserve records that may be needed to enable it to deliver a correct and complete

		company tax return for six years from the end of the period for which the company may be required to deliver a return, (Schedule 18, para 21). The Company's policy takes into account this Limitation period on potential claims
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Pay Related Records

Variations	Record Type	Retention Period	Reason and comments
	Bank details	Employment period + 1 year	Business needs
	Records relating to working time	2 years from date on which they were made	The Working Time Regulations 1998 (SI 1998/1833)
	Statutory Maternity Pay records, calculations, certificates (Mat B1s) or other medical evidence	3 years (or to end of any tax enquiry, if longer)	The Statutory Maternity Pay (General) Regulations 1986 (SI 1986/1960) as amended
	Tax details	Current tax year + 3 years	Income Tax (PAYE) Regulations 2003, reg.97
	National Insurance details	Current tax year + 3 years	Income Tax (PAYE) Regulations 2003, reg.97
	Court order and CSA deductions	7 years	Finance Act 1998 Schedule 18 Part III
	Voluntary deductions	7 years	Finance Act 1998 Schedule 18 Part III
Additional Travel Costs	7 years from date of move	Finance Act 1998 Schedule 18 Part III	

Pension Records

General Rule	Pension Records should be retained for 12 years after benefit ceases			
Reason	Pension Regulations			
			- Pension	
Notes	<ul style="list-style-type: none"> There are record-keeping requirements in relation to pension records imposed by the Pensions Act 1995, Retirement Benefits Schemes (Information Powers) Regulations 1995 (SI 1995/3103), the Employer-Financed Retirement Benefits Schemes (Provision of Information) Regulations 2005 (SI 2005/3453), the Occupational Pension Schemes (Scheme Administration) Regulations 1996 (SI 1996/1715) and the Registered Pension Schemes (Provision of Information) Regulations 2006 (SI 2006/567), each as amended and to the extent in force during the applicable record-keeping period. Records must be kept in accordance with the time periods specified in the relevant legislation. See also the "Tax and VAT" section. 			

Pension Records			
	Record Type	Retention Period	Reason and comments
Detail	Pension scheme trust deeds/constitutive documents and rules, statement of investment principles and policies and amendments thereto	Cessation of the last benefit payable under the scheme + 12 years	Pensions legislation referenced above/best practice
	Pension payment records (pension paid to employees or their beneficiaries)	Duration of entitlement to benefit + 12 years	Limitation period on potential claims /Evidence/best practice

Pension Related Records

Variations	Record Type	Retention Period	Reason and comments
	HMRC approvals	Cessation of the last benefit payable under the scheme + 7 years	Tax
	Regulatory correspondence, Death benefit correspondence	Settlement or last correspondence regarding issue + 7 years	Limitation period on potential claims /Evidence
	Death in benefit correspondence	Settlement or last correspondence regarding issue + 7 years	Limitation period on potential claims /Evidence
	Death certificate	Settlement + 7 years	Limitation period on potential claims /Evidence

Non-Personal Data

Aggregated and anonymous data

General Rule	Aggregated and Anonymous Data should be deleted in line with the retention period of the associated data type
Reason	If Telefónica UK or a third party possess information which is able to re-identify an individual, then this data should be treated as personal (customer or employee) data.
Notes	<ul style="list-style-type: none"> • The Information Commissioner’s Office has indicated that anonymisation, pseudonymisation, and encryption of personal data can safeguard individuals’ privacy and is a practical example of the ‘privacy by design’ principles that the data protection law promotes. • The principles of data protection do not apply to data rendered anonymous in such a way that the data subject is no longer identifiable. Where data is able to be re-identified either by Telefónica UK or with data held by a third party, then this data must be treated in the same way as non-anonymised data. • This policy highlights a few of the more common anonymising techniques however there are more than the ones specified below. The principle that is the ease with which data can be re-identified. • If data can be re-identified, it should also be backed up and disposed of in accordance with the data type.

Aggregated and Anonymous data			
	Record Type	Retention Period	Reason and comments
Detail	Anonymous data – data with Personal Data removed where it is not needed. For guidance on which data anonymising method to use, please check with IT Security.	Data may be retained for as long as the purposes for which it has been obtained apply	Information that has been anonymised with no risk of re-identification ceases to be personal data. It can therefore be retained for longer periods as it is not covered by data protection laws.

	<p>Aggregated data - Data is displayed as totals, so no data relating to or identifying any individual is shown. This data cannot support individual-level research but can be sufficient to analyse trends</p>	<p>Data may be retained for as long as the purposes for which it has been obtained apply</p>	<p>This is regarded as a relatively 'low risk technique' by the ICO. Information that has been aggregated with a less than remote risk of re-identification ceases to be personal data. It can therefore be retained for longer periods as it is not covered by data protection laws.</p>
	<p>Hashed data - A hash function is a one-way method which converts data into a hashed value, often simply called the 'hash'. For guidance on which hashing method to use, please check with IT Security.</p>	<p>This Data should be deleted in line with the retention period of the associated data type. It should also be managed, encrypted, backed up and disposed of in accordance with the data type.</p>	<p>Hashing carries some risk of re-identification (even if time consuming) so this will need to be managed in accordance with the Telefónica UK Retention schedule.</p>
	<p>Masked Data - This involves stripping out obvious personal identifiers such as names from a piece of information, to create a data set in which no personal identifiers are present.</p>	<p>This Data should be deleted in line with the retention period of the associated data type. It should also be managed, encrypted, backed up and disposed of in accordance with the data type.</p>	<p>This is regarded as a relatively 'high risk technique' by the ICO. If Telefónica UK or a third party possess information which is able to re-identify an individual, the masked dataset and the identifying information will be treated as personal data. This will need to be managed in accordance with the Telefónica UK Retention schedule.</p>
	<p>Pseudonymised data - data that has replaced actual identifiers for individuals with artificial identifiers. For guidance on which pseudonymous method to use, please check with IT Security.</p>	<p>This Data should be deleted in line with the retention period of the associated data type. It should also be managed, encrypted, backed up and disposed of in accordance with the data type.</p>	<p>This is also regarded as a relatively 'high risk technique' by the ICO. If Telefónica UK or a third party possess information which is able to re-identify an individual, the pseudonymised dataset and the identifying information will be treated as personal data. This will need to be managed in accordance with the Telefónica UK Retention schedule.</p>
	<p>Encrypted data – data that has been encoded so only those authorised can read it. For guidance on encryption and storage of cryptographic keys, please refer to the IT Security Policy.</p>	<p>This Data should be deleted in line with the Data retention period of the associated data type. It should also be managed, encrypted, backed up and disposed of in accordance with the data type.</p>	<p>Where you have produced an encrypted dataset but also retained the cryptographic keys which are necessary to identify an individual, the encrypted dataset and the identifying information will still be personal data. This will need to be managed in accordance with the Telefónica UK Retention schedule.</p>

Machine to Machine data

General Rule	Machine to Machine Data should be deleted in line with the retention period of the associated data type
Reason	Monitoring of devices, where the device can be linked to specific individual(s), will fall within the scope of data protection laws.
Notes	<ul style="list-style-type: none"> • Smart Devices can record and transmit information such as location, information about the user’s driving habits (e.g. O2 Drive) and energy usage (e.g. SMART Home). This may be referred to as ‘the internet of things’. Where information can be linked to a specific individual, this data should be treated like customer data. • They can also transmit customer data to devices outside the Telefónica UK network. As a result we must ensure that transmission is compliant with the Telefónica UK Security Policy on encryption and that 3rd parties are compliant with the Telefónica UK retention policy. • Monitoring user information without the consent of the user will rarely be justified. For accounts in dispute or where there is any debt collection or credit repayment action: retain until the dispute is finally settled, the debt is discharged or written off, or the credit repaid or written back. • It should also be managed, encrypted, backed up and disposed of in accordance with the data type.

Machine to Machine data			
Detail	Record Type	Retention Period	Reason and comments
	In-vehicle monitoring	Where information can be linked to a specific individual, this Data should be retained for 5 years after the last transaction date in line with Customer Data requirements. Where information can be linked to a specific individual, data may be retained for as long as the purposes for which it has been obtained apply.	Monitoring of vehicle movements, where the vehicle is allocated to a specific driver, and information about the performance of the vehicle can therefore be linked to a specific individual, will fall within the scope of data protection laws. If the vehicle is for both private and business use, it ought to be possible to provide a

			'privacy button' or similar arrangement to enable the monitoring to be disabled.
	In-home monitoring	Where information can be linked to a specific individual, this Data should be retained for 5 years after the last transaction date. Where information can be linked to a specific individual, data may be retained for as long as the purposes for which it has been obtained apply.	Similarly, monitoring user's home location, energy usage, utilities and shopping habits where the information can be linked to a specific individual, will fall within the scope of data protection laws.

Finance Data

Accounting, Finance and Insurance Data

General Rule	Financial Data should be retained for 7 years or to the end of any tax enquiry, if longer
Reason	The Company must preserve records that may be needed to enable it to deliver a correct and complete company tax return for six years
Notes	<ul style="list-style-type: none"> • The Company must keep accounting records sufficient to show and explain the Company's transactions, to disclose with reasonable accuracy, at any time, the financial position of the Company at that time and enable the Company to ensure that all financial records comply with the relevant requirements. See also the "Tax and VAT" section. • Companies Act 1985 and 2006: Private companies must retain accounting records for a minimum of three years from the date that they were made (CA 1985, s.222(5)/CA 2006, s.388(4)). The Companies Acts requirements are only a minimum, however - some accounting records must also be retained for longer periods for tax and other purposes. • Finance Act 1998: The Company must preserve records that may be needed to enable it to deliver a correct and complete company tax return for six years from the end of the period for which the company may be required to deliver a return, (Schedule 18, para 21). The Company's policy takes into account this minimum period. • VAT Act 1994: The Company is required to keep such records, accounts and related documents as the HMRC Commissioners may require for six years, (Schedule 11, para 6(3).) The Company's policy takes into account this minimum period. • Storage and disposal must also be in accordance with any position agreed with HMRC Statutory requirements – please refer to Finance Department for more details.

Insurance Data to Retain for 7 years			
	Record Type	Retention Period	Reason and comments
Detail	Underwriting / placing files	7 years after cessation of benefit under policy	Risk and Insurance departments retain copies of the information that is submitted to the underwriters for the purposes of adjustments at the end of the policy term and calculating rate increases at budget time.

	Claims files	7 years after the later of: <ul style="list-style-type: none"> • settlement of the claim; • last correspondence with claimant. 	Limitation, evidence UK Treasury retain copies of documents of claims received. Documents include solicitors' letters, loss adjuster reports and final payments forms.
	Group health insurance plan	7 years after cessation of benefit under policy	Limitation period on potential claims, evidence

Finance and Insurance Data to retain for longer periods

Variation	Record Type	Retention Period	Reason and comments
	Annual audited financial statements and report	Life of the Company	
	Interim financial statements	Life of the Company	
	Asset register, to include (by way of example) <ul style="list-style-type: none"> • property set-up costs • expenditure on buildings and capital assets, including refurbishment costs 	Until disposal of asset	
	Insurance certificates issued to the Company	Life of the Company	Accounting and tax record requirements / Evidence
	Inspections	Life of the Company	
	Insurance policies	Life of the Company	Accounting and tax record requirements. Evidence
	Employment insurance certification	Until expiry	

Tax and VAT

General Rule	Tax and VAT Data should be retained for 7 years or to the end of any tax enquiry, if longer
Reason	The Company must preserve records that may be needed to enable it to deliver a correct and complete company tax return
Notes	<ul style="list-style-type: none"> • The Company must keep such books of account or records, including inventories, as are sufficient to establish the amount of gross income, deductions, credits, input and output VAT and other matters required to be shown in any tax and VAT returns. • Companies Act 1985 and 2006: Private companies must retain accounting records for a minimum of three years from the date that they were made (CA 1985, s.222(5)/CA 2006, s.388(4)). The Companies Acts requirements are only a minimum, however - some accounting records must also be retained for longer periods for tax and other purposes. • Finance Act 1998: The Company must preserve records that may be needed to enable it to deliver a correct and complete company tax return for six years from the end of the period for which the company may be required to deliver a return, (Schedule 18, para 21). The Company's policy takes into account this minimum period. • VAT Act 1994: The Company is required to keep such records, accounts and related documents as the HMRC Commissioners may require for six years, (Schedule 11, para 6(3).) The Company's policy takes into account this minimum period. • Storage and disposal must also be in accordance with any position agreed with HMRC Statutory requirements – please refer to Finance Department for more details.

Tax data to retain for longer periods			
Variation	Record Type	Retention Period	Reason and comments
	Tax bills, receipts and statements	Life of the Company	
	Tax returns and tax computations	Life of the Company	

Corporate Data

Corporate Records

General Rule	Corporate Data should be retained for the Life of the Company
Reason	Telefónica UK must preserve certain corporate records or they may be in breach of statutory requirements

Corporate data to retain for shorter periods			
Variation	Record Type	Retention Period	Reason and comments
	Financing documents, credit/loan agreements, commitments	Satisfaction + 7 years (or + 13 years if executed as a deed)	Limitation period on potential claims /evidence

Internal Reports

General Rule	An Internal Report should be retained for no more than 12 months
Reason	Internal Reports that no longer serve a business purpose should be deleted.
Notes	<ul style="list-style-type: none"> • Internal Reports with short-term value should not be kept if they no longer serves any administrative purpose. • Internal Reports pertaining to, or supporting, documents should be retained for the same period as those documents. For example: <ul style="list-style-type: none"> - Internal reports that is material to a particular project should be kept with the project and retained as long as the associated project file. Project files can be created for, for example, products, projects, customers or services. How long a project file is retained is a matter of discretion. As a general guide, the life of the particular project plus 2 years is likely to be sufficient. However, where the project file contains correspondence that is material to a particular contract or relates to a significant or substantial project then the project file should be retained for 7 years after the end/termination of the project and/or relevant contract. - Internal Reports regarding the interpretation of a particular contract should be retained as long as the contract - An Internal Report regarding a pilot, trial or proof of concept should be retained as long as the relevant pilot, trial or proof of concept records and notebooks

Contracts and Procurement

General Rule	Contracts should be retained for 7 years Deeds should be retained for 13 years
Reason	Contracts under hand ("Simple Contracts") have a statutory limitation period of six years. A claimant must make a claim for breach of contract within six years of such breach. Contracts under Deeds have a limitation period of twelve years.
Notes	<ul style="list-style-type: none"> This section contains general rules with respect to contracts. Various other sections of the Information Retention Policy contain rules with respect to certain types of contract (for example, sale/purchase of property or businesses – see "Property" and "Tax and VAT" sections) and you should check those sections for specific guidance.

Contracts			
	Record Type	Retention Period	Reason and comments
Variations	If contract is under hand	Termination/expiry + 7 years (and any warranty or service periods if longer)	Limitation period
	If contract is executed as a deed	Termination/expiry + 13 years (and any warranty or service periods if longer)	Limitation period

Tenders made by Telefónica UK			
	Record Type	Retention Period	Reason and comments
Variations	Tenders/bids for contracts made by the Company – not resulting in contract (including details of tender, product/service specifications, Company proposals, quotations and other records)	2 years	Business purposes

	Tenders/bids for contracts made by the Company – resulting in contract (including details of tender, product/service specifications, Company proposals, quotations and other records)	As per the associated contract (see above)	See above
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Tenders from Suppliers			
	Record Type	Retention Period	Reason and comments
Variations	Tenders/quotations from suppliers - not resulting in contract (including details of tender, product/service specifications, supplier proposals, quotations and other records)	2 years	Business purposes
	Tenders/quotations from suppliers - resulting in contract (including details of tender, product/service specifications, supplier proposals, quotations and other records)	As per the associated contract (see above)	Business purposes
	Purchase order register	Termination/expiry of contract or fulfilment of order + 7 years	Limitation period
	Seller files (including requisitions, purchase orders, quotations, credit checks)	Termination/expiry of contract or fulfilment of order + 7 years	Limitation period

Intellectual Property, Research & Development

General Rule	IP should be retained for the life of the copyright / patent / registration plus 7 years
Reason	This provides evidence of Copyright / Trade mark / Patent protection in the event of litigation

Copyrights, Trade Marks, Patents, Licenses and Registrations			
Detail	Record Type	Retention Period	Reason and comments
	Copyright: assignments to the Company	Life of copyright + 7 years	Evidence
	Copyright: works created by the Company in which copyright exists and which are material to the Company in their own right as copyright works (i.e. not corporate documents addressed elsewhere in the Information Retention Policy)	Life of copyright + 7 years	Evidence
	Patents: assignments to the Company	Life of patent + 7 years	Evidence
	Trademarks and designs (registered): assignments to the Company	Cessation of registration + 7 years	Evidence
	Trademarks and designs (unregistered): assignments to the Company	As long as trade mark/design in use + 7 years	Evidence
	Trademarks and designs (registered): applications, registration documents and related records	Cessation of registration + 7 years	Evidence
	Licences/other agreements (other than assignments) of intellectual property	Termination/expiry of the agreement + 7 years (or + 13 years if the agreement is executed as a deed)	Limitation
	Domain name registrations (including related assignments)	Life of registration + 7 years	Evidence
	Laboratory notebooks, supporting/test data	Life of product + 7 years	Evidence
	Minutes of technical meetings	Termination/expiry of contract or fulfilment of order + 7 years	Evidence
	New product ideas - outside submission (see also Products)	Life of product + 7 years	Evidence

Intellectual Property data to retain for longer periods

Detail	Record Type	Retention Period	Reason and comments
	New/proposed products - inspection/test reports (including software and features) (see also Products)	10 years	Evidence
	Patent applications, granted patents and related records (including invention notebooks)	Life of patent + 30 years	Evidence
	Trade secrets (including records of development and by whom)	Life of the trade secret	Evidence

Product Information

Detail	Record Type	Retention Period	Reason and comments
	Manufacturers' records - data on products	7 years from date of last delivery to the Company	Evidence, business requirements
	Product change information	Life of product + 7 years	Evidence, business requirements
	Product design/specifications/research data See also Intellectual property, R&D	Life of product + 10 years	Evidence, business requirements

Pilots, Trials and Proof of Concepts

<p>General Rule</p>	<p>Customer data and other information created by Pilots, Trials and Proof of Concepts should be deleted in line with the retention period of the associated data type</p>
<p>Reason</p>	<p>There is an information security risk around pilots, trials and proof of concepts so controls around these should be aligned with the rest of the business unless an exception has been granted from the CDC</p>
<p>Notes</p>	<ul style="list-style-type: none"> • Over the past few years, some pilots, trials and proof of concepts have become business entities distinct and separate from TUK business. As a result, many of these are not fully integrated with TUK security policies and procedures. • Given that many of these new products and services are classed as intellectual property, much of the data should be treated as 'In Strictest Confidence'. • Data security needs to be built in at the start of any new application, product or service – Privacy by Design. • Data should be stored, sent, managed, encrypted, disposed and backed up in line with Telefónica UK Information Security policies – unless an exception has been granted from the CDC. • All suppliers who support or partner with Telefónica UK to deliver pilots, trials and proof of concepts will also need to adhere to Telefónica UK Information Security policies.

Sales and Marketing

General Rule	Sales and Marketing information should be retained for 2 years from last event Or 3 years from the date the promotion/advertisement ended
Reason	This is to provide evidence
Notes	<ul style="list-style-type: none"> • If promotion or marketing material is publicly available, then confidentiality is of no particular significance. • Competition records that contain Personally Identifiable Information are subject to Data Protection Regulations and should be retained as per below.

Competition, Promotions and Packaging

	Record Type	Retention Period	Reason and comments
Detail	Competition records (including the competition advertisement, rules pertaining to competitions and, if applicable, official answers to questions set)	2 years from last event of a competition (e.g. close of competition, selection of winner(s) or expiry date for winner(s) to select/claim prize(s))	Evidence
	Promotion and advertising materials	3 years from the date the promotion/advertisement ended	Evidence
	Packaging materials/instructions	Life of product + 7 years	Evidence, business requirements

Property

General Rule	Property Data should be retained for the Life of the Company
Reason	Telefónica UK must preserve certain property records as Evidence of Title and as part of business requirements

Property data to retain for shorter periods			
	Record Type	Retention Period	Reason and comments
Variation	Maintenance agreements and related records	Termination/expiry + 7/13 years (depending on whether contract or deed)	Limitation
	Real property deeds and title documents (including mortgages, insurance, valuations)	Until sale/disposal of asset + 7 years	Evidence of title
	Planning permissions and listed building permissions	Until sale/disposal of asset/expiry of consent + 7 years	Limitation/business requirements
	Sub-letting agreements	Termination/expiry + 13 years	Limitation
	Wayleave agreements	Termination/expiry + 15 years	Limitation
	Licences	Termination/expiry + 15 years	Limitation
	Lease agreements	Termination/expiry or assignment + 20 years	Evidence of title, limitation
	Building surveys and inspection reports	25 years	Evidence/business requirements

Cars

General Rule	Data on Company Cars should be retained for 7 years
Reason	The Company is required to keep records of transactions that affect the amount of VAT it must pay or can reclaim: based on the VAT Act (1994)
Notes	<ul style="list-style-type: none"> Where we provide company cars on a lease agreement the lease company hold employee data. Employee data needs to be treated as per the guidelines outlined in the Retention Schedule. Please refer to the Personnel Records section for more details.

Other car information			
Variation	Record Type	Retention Period	Reason and comments
	Car insurance policies and renewal notices	Until claims under the policy are barred/3 years after any insurance claim is settled.	Limitation/Business reasons
	Road traffic licence payments	Until expiry	The Company is required to keep records of transactions that affect the amount of VAT it must pay or can reclaim: VAT Act 1994.

Safety and Environmental Reports

General Rule	This Data should be retained for the Life of the Company
Reason	Telefónica UK must preserve safety and environmental reports as part of Environmental plus Health and Safety Legislation

Legal Obligations

Official Secrets Act

General Rule	Originals of documents evidencing secrecy obligations on a member of Company staff need to be retained for the duration of the obligation + 7 years, or term of employment + 7 years (whichever is longer)
Reason	Official Secrets Act 1989
Notes	<ul style="list-style-type: none"> • If the member of Company staff leaves, or Official Secrets Act clearance is cancelled, the documents are normally archived for the relevant duration. Occasionally, the documents may be transferred to a new employer if the member of Company staff leaves the Company and moves into another role that requires clearance under the Official Secrets Act. • The Company is required to keep originals of documents evidencing secrecy obligations (to be kept on the staff member's vetting file), including the copy of the Official Secrets Act 1989 signed by the member of Company staff. • Any material that relates to any information the disclosure of which constitutes an offence under the Official Secrets Act 1989 (including, broadly, any information relating to national defence, the security and intelligence services or the police that has been disclosed to the Company in its capacity as a government contractor) should be retained in accordance with the terms under which the material was obtained.

Legal files and papers

General Rule	Legal Department should determine how long to retain records about litigation and legal matters
Reason	Legal Department are in the best position to determine when legal information is no longer required
Notes	<ul style="list-style-type: none"> • Legal memoranda and opinions should be retained until the Close of the matter + 7 years • The Legal Department will determine how long litigation files and information pertaining to litigation should be retained

Sarbanes-Oxley Compliance Documentation

General Rule	Documents covered by the Sarbanes-Oxley Act should be retained for 2 years
Reason	This is an operational requirement to ensure that control evidence and supporting documentation is retained only for a sufficient time period to enable testing and reporting by Telefónica O2 and its auditors.
Notes	<ul style="list-style-type: none"> • Evidence supporting controls that are deemed within the scope of the Sarbanes-Oxley Act ("SOX") should be retained, together with related process and control documentation for two years, comprising the current and prior financial reporting periods only. • Where information falling within the description above is also the subject of a longer retention period under another section of this policy, the longer retention period applies. • Further advice and details of what would constitute relevant SOX information can be obtained from the Legal Team.