

Surrey County Council Customer Services Retention Schedule

Ref No	Description	Legal Basis	Retention	Action at End of Retention	Contains Personal Information	Protectively Marked?	Notes/Access
CUS1.0	Customer Relations Team	-	-	-	-	-	-
CUS1.0.1	Comments & Compliments	-	2 years from last active contact	Secure Disposal	Yes	Protectively Marked	Good business practice, could become a complaint Retain: anonymised copies for statistical data on volume and type for 10 years
CUS1.0.2	Complaint records: stage 1, stage 2 and LGO	-	3yrs from date complaint closed* *From date of final report issued/final piece of correspondence response sent to complainant/LGO.	Secure Disposal	Yes	Protectively Marked	Retain: anonymised copies of complaints of particular interest. Anonymised data retained for 10 years for statistical purposes. Exceptions: 1. repeat complaint within 12 months and previous complaint is relevant to more recent complaint 2. subject to legal action 3. Ongoing FOI/DP/EIR complaint with ICO 4. Complex complaint/challenging behaviour – reasonable discretion can be used to retain longer by agreement with CRM
CUS1.0.3	Complaints relating to Children in care	-	Date of birth of Child + 75 years	Secure Disposal	Yes	Official - Sensitive	-
CUS1.0.4	Unreasonable behaviour correspondence where formal notification given of decision to manage contact	-	12 months from date issued. 12 months from date of review	Secure Disposal	No		Exception: Where a customer is exhibiting a pattern of repeated behaviour and/or has ongoing complaints, information requests etc. Discretion applied to retain longer with agreement of the Customer Relations Manager
CUS1.0.5	Guidance & standards for external use	-	Until superceded +2 yrs	Secure Disposal	No	Marked	Relates to any standards/guidance externally published with regard to complaints procedure, process, handling and guidance. Policy on complaints from the public is also an integral part of the Code of Corporate Governance which is covered by a separate retention policy.
CUS2.0	Contact Centre	-	-	-	-	-	-
CUS2.0.1	Customer Relationship Management Database (CRM)	-	5 yrs (from last active contact)	Secure Disposal	No	Marked	Good business practice, insight and data analysis to improve services.

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CUS2.0.2	Call recordings	-	62 days, except where used as part of complaint investigation, (please see complaint retention details above) or where necessary to retain for performance monitoring and training needs (CY+1)	Secure Disposal	No	Marked	Training , performance management and compliance purposes and for complaint investigation & service improvement
CUS2.0.3	Correspondence received from internal services or external partner organisations for action by ASC	-	Data entered on Liquid Logic falls under ASC retention policies, email CY+2yrs	Secure Disposal	No	Protectively Marked	Corporate/Good Practice
CUS2.0.4	One Stop Surrey	-	Data entered on Liquid Logic falls under ASC retention policies, email, esuite forms and paper applications CY+2yrs	Secure Disposal	No	Protectively Marked	Corporate/Good Practice
CUS3.0	Blue Badge Team	-	-	-	-	-	-
CUS3.0.1	Blue Badge applications for disabled residents	-	data entered in BBIS DfT system follows DfT current retention policy (CY+6)**, paper applications: CY +1 (after which confidentially destroyed), emails to BB team: CY + 1 **once new system in place CY+6	Secure Disposal	No	Marked	Good Practice and DfT defined retention for BBIS
CUS4.0	Web & Digital Services	-	-	-	-	-	-
CUS4.0.1	Website and intranet analytics collect IP addresses of visitors to the website/intranet	-	Analytics data is retained indefinitely by each third party service, to provide historical information about website usage. Data will be deleted in the event that the contractual agreement with the third party is ceased.	Secure Disposal	No	Marked	To gather data on how often residents visit the website, what device they use to access the website, how they accessed the website (direct, referred or search engine) and their customer behaviour once they are on the website. All used to inform improvements to the content and structure of the public website, partner websites and S-Net Core.
CUS4.0.2	All records relating to the creation and maintenance of the council website	-	Date Record Created plus 3 years	Secure Disposal	Yes	Not Protectively Marked	-