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# **Newark Town**

# **Council**

## **Data Protection (GDPR) and**

## **Document Retention**

**July 2024**

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## **1. INTRODUCTION**

1.1 In the course of carrying out its duties and powers, Newark Town Council holds and retains personal data, some of which is considered sensitive personal data. This policy outlines how personal data and confidential information will be managed to ensure that the Town Council is compliant with legislation and maintains high standards in relation to its data management.

1.2 A breach of this policy may result in disciplinary proceedings leading to dismissal. It may also amount to a criminal offence and/or lead to civil action of compensation.

## **2. SUMMARY OF POLICY**

2.1 The Town Council is a data controller and therefore has obligations related to the personal data held when carrying out its functions. The Council is responsible for any council business conducted involving personal data on any device or through any email account.

2.2 Councils must ensure the confidentiality, integrity and availability of all personal data they hold, even if the data is being processed through personal email accounts or is stored on a privately owned device. Therefore, all Officers and Councillors receiving information on behalf of the Council must ensure that all information is obtained and processed in accordance with the key principles and objectives of the UK - General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA).

2.3 A number of processes are in place to ensure information security within the Town Hall and Town Council IT systems.

2.4 The use of privately owned devices or personal email addresses for any information involving personal data is problematic. Therefore, the amount of personal data on such devices or accounts should be minimised, and measures should be taken to manage the risk that is presented where such use is unavoidable.

## **3. LEGISLATION**

3.1 The main body of legislation covered in this policy relates to the UK-GDPR and the Data Protection Act 2018.

3.2 Though the General Data Protection Regulation (GDPR) are a European Law, it was enshrined in UK law under the Data Protection Act 2018. Following the end of the 'Brexit' transition period on 31 December 2020, the European GDPR were incorporated directly in to UK law with minor technical amendments. This is now known as UK-GDPR.

3.3 EU GDPR legislation still applies to any users of Newark Town Council's services or products within the EU. The only instance where this is likely to apply is for European users of the Website and any personal information relating to Newark Twinned Town of Emmingden

#### **4. SUMMARY OF UK-GDPR LEGISLATION**

4.1 In order to comply with the UK-GDPR and Data Protection Act 2018, Newark Town Council must ensure that the following principles are adhered to in terms of personal data:

- It must be processed lawfully, fairly and transparently. It is only used for a specific processing purpose that the data subject has been made aware of and no other, without further consent.
- It should be adequate, relevant and limited i.e. only the minimum amount of data should be kept for specific processing.
- It must be accurate and where necessary kept up to date.
- It should not be stored for longer than is necessary, and that storage is safe and secure.
- It should be processed in a manner that ensures appropriate security and protection.
- The controller shall be responsible for, and be able to demonstrate compliance with the above points (accountability)

4.2 The legislation also sets out the following rights of the individual about whom data is held:

- The right to be informed.
- The right to access (includes subject access requests).
- The right to rectification.
- The right to erasure (also known as the right to be forgotten).
- The right to restrict processing.
- The right to data portability.
- The right to object.

4.3 There are six lawful bases on which data can be processed, upon which at least one must apply in all instances where data is processed, unless an exemption applies:

- Consent – informed consent must have been clearly given and should be able to be withdrawn.
- Legitimate interests.
- Contractual necessity – it is necessary to process personal data in order to enter in to a contract with a person, for instance, allotment tenancies.
- Compliance with legal obligations.
- Vital Interests, e.g. in a life or death situation, it is permissible to use a person's medical or emergency contact information without their consent.
- Public Interest.

4.4 It is not possible to list all the possible reasons for exemption within the scope of this policy, nor should exemptions be relied upon except for specific individual cases; however, where they are required, the data protection legislation shall be referred to.

## 5. GENERAL UK-GDPR COMPLIANCE MEASURES

5.1 As per Section 7(3) of the Data Protection Act 2018, Parish Councils are not considered to constitute a Public Authority for the purposes of UK GDPR. As a result, Newark Town Council is not required to appoint a Data Protection Officer. However, the Town Council is required to ensure that there are sufficient staff and resources to discharge its obligations under the UK GDPR.

5.2 When an Officer or Councillor receives or records any personal information on behalf of Newark Town Council, they must be clear for what purposes, and under what GDPR principles, the information is being obtained and processed. This information must be maintained securely for no longer than is necessary and shared only with those who have a legitimate reason to be provided this information.

5.3 To assist with ensuring GDPR compliance, an annual audit of all data collection and processing activity is undertaken. Each activity is assessed to ensure that it adheres to the overarching aims, principles and objectives of the UK-GDPR. This audit is also undertaken before implementing any new administrative systems.

5.4 To ensure that the public maintains their right to be informed, a General Privacy Notice is available on the Newark Town Council website, and copies may be obtained from the Town Hall.

5.5 Newark Town Council registers annually with the Information Commissioner's Office (ICO) as a Data Controller. In addition, the Town Council pays the registration fee for Town Councillors (only) to ensure their activities are covered.

5.6 Where an activity may result in a high risk to personal freedoms, a Data Protection Impact Assessment will be undertaken. It is unlikely that Newark Town Council's activity falls into this category, but an instance where this may apply to a Town Council could be if undertaking an installation of CCTV for monitoring a public area. Any significantly new processes involving personal data or monitoring should be thoroughly checked against legislation.

## **6. MAINTAINING CONFIDENTIALITY AND SECURITY WITHIN I.T.**

6.1 Newark Town Council maintains a WiFi network at the Town Hall. To minimise the risk to any data transferred or stored using the Staff WiFi Network, this network is only usable by Officers of the Town Council and Councillors who have signed a WiFi Network Sharing agreement with the Town Council.

6.2 Both the WiFi network and IT provision are managed by external companies to ensure adequate cybersecurity measures are in place. Should there be any questions or concerns regarding potential breaches or security, this should be raised with the holders of the relevant contract.

6.3 Users of Newark IT systems must ensure they have an appropriately secure password for their network login which can not be easily guessed or found by others.

6.4 Computers must be locked or turned off when not in use or left unattended.

6.5 Computer users must make sure their computer screen is not visible to anyone unauthorised to see the information, for instance – ensuring their computer is turned away from a window where the general public are able to look in.

6.6 Town Council owned phones must be password protected and set up for remote locking and wiping should the need arise.

## **7. MAINTAINING CONFIDENTIALITY AND SECURITY ON PAPER RECORDS**

7.1 By the very nature of the Town Council's activity, a significant amount of paperwork, which is either confidential or contains personally identifiable information, is maintained.

7.2 Any personal information held by the Council is held in either a locked drawer or a locked room for which only authorised people are provided access.

7.3 Personal information is not removed from the office other than where completely necessary (for instance, taking the interment paperwork when witnessing a burial or interment of cremated remains). Where such necessary activity is undertaken, it must be kept with the person at all times.

7.4 Should an event happen where a paper copy that contains confidential or personal information is lost or stolen, this must be reported immediately to the Chief Officer.

7.5 Agendas and publicly available Minutes must not contain personal information other than that which is already in the public domain. However, confidential items may well be included within Officer and Councillor copies of minutes and therefore must be treated with the same level of caution.

7.6 Paper copies of confidential or personal information that are no longer required must be shredded or suitably destroyed (i.e. ensuring there is no way of retrieving that information from the papers)

## **8. PERSONAL EMAIL ACCOUNTS AND PRIVATELY OWNED IT DEVICES**

8.1 Councils must ensure the confidentiality, integrity and availability of all personal data they hold, even if the data is being processed through personal email accounts or is stored on a privately owned device. The Information Commissioner's Office states, 'As the data controller, the Council must ensure that all processing of personal data under its control remains compliant, regardless of the ownership of the device used to carry out the processing. If there's a personal data breach, you must be able to demonstrate that you've secured, controlled or deleted all personal data on a particular device.

8.2 While measures can be put in place to ensure sufficient cybersecurity for Council-owned devices and accounts, the user of private email addresses and IT equipment for council business will not automatically benefit from the same level of protection. The user may not be familiar with how to ensure that there are sufficient privacy and security settings maintained at all times and may also need to consider the potential financial cost involved in implementing a number of security measures to ensure the safety of any data on the phone, tablet or laptop.

8.3 Privately owned devices are also problematic in that they are not immediately accessible to officers who are responding to Subject Access Requests and indeed, there may be devices that officers and Councillors are unaware of that contain personal information. This may occur, for example, where an email attachment is downloaded on the phone, but the email is deleted - often the attachment will remain saved on the phone.

8.4 Personal devices are less likely to be data cleansed, and it is much more difficult to audit. This can lead to data being retained on personal devices for longer than necessary, and potentially going out of date. This breaches the principles of UK GDPR.

## **9. ACCEPTABLE USE OF PERSONAL DEVICES AND EMAIL ACCOUNTS**

9.1 Despite the problems associated with personal devices, at present, some use is unavoidable. Therefore, personal devices and email for Council business should only be used where there is no reasonable alternative option, and only when sufficient measures are in place to manage the risk. All Town Councillors are provided with a Town Council email address. This should be used for all Town Council business

All personal devices used for Council business must be PIN- and passcode-secured and have a facility to remotely wipe data. They must only be used on Wi-Fi networks with an appropriate level of security.

9.3 No personal information should be sent to personal email addresses or downloaded onto personal devices. Anonymising or removing the personal information from an email or attachment may allow the information to be shared in a low-risk way. The personal information, if needed and in accordance with the principles of the GDPR, may then be provided over the phone, thereby preventing its physical storage or retention.

9.4 Where the downloading or retaining of information on a personal device or the sending of personal information to a personal email account is unavoidable, the following must be adhered to:

- Only the minimum and least identifiable method of sharing the information should be given (for instance, using initials rather than a full name).
- Documents must be appropriately encrypted and password-protected. The password for the information must not be sent via email, but rather provided over the phone. A text message may be acceptable if the email is not accessible from that phone.
- Any email that includes personal information must contain a statement that informs the user that personal information is contained within and must be only used for the intended purposes and deleted immediately when the information is no longer required.
- The receiver of the email must have previously agreed to receive this information and handle it in accordance with the IT Acceptable Use Agreement (which includes deleting the information as soon as possible)

9.5 Where a person becomes aware of a privacy breach on a network, device or email account that contains information relating to council business, they must inform the Town Clerk immediately so appropriate remedial action and reporting can take place. This includes reporting where an email is hacked, phishing software is located or where a device is lost or stolen.

9.6 As per the IT acceptable use agreement, emails to Newark Town Council email addresses must not routinely be forwarded to any other personal or organisational email addresses held by the same Councillor, other than in exceptional circumstances and only where the measures in place under section 9.4 are adhered to. This means that it is not permissible to put an auto-forward on for emails to be automatically sent to a personal, business, District Council or County Council email address.

## **10. SUBJECT ACCESS POLICY AND RESPONSES (SAR)**

10.1 A subject access request (SAR) is simply a written request made by or on behalf of an individual for the information which they are entitled to ask for.

10.2 What will Newark Town Council do upon receipt of a SAR:

- Verify whether the Town Council is the controller of the data subject's personal data. If the Town Council is not a controller, but merely a processor, inform the data subject and refer them to the actual controller.
- Verify the identity of the data subject; if needed, request any further evidence on the identity of the data subject.
- Verify the access request; is it sufficiently substantiated? Is it clear to the data controller what personal data is requested? If not: request additional information.
- Verify whether requests are unfounded or excessive (in particular because of their repetitive character); if so, the Town Council may refuse to act on the request or charge a reasonable fee.
- Promptly acknowledge receipt of the SAR and inform the data subject of any costs involved in the processing of the SAR.
- Verify whether the Town Council processes the data requested. If the Town Council does not process any data, inform the data subject accordingly. At all times make sure the internal SAR policy is followed and progress can be monitored.
- Ensure data will not be changed as a result of the SAR. Routine changes as part of the processing activities concerned are permitted.
- Verify whether the data requested also involves data on other data subjects and make sure this data is filtered before the requested data is supplied to the data subject; if data cannot be filtered, ensure that other data subjects have consented to the supply of their data as part of the SAR.

10.3 Responding to a SAR

Respond to a SAR within one month after receipt of the request:

- If more time is needed to respond to complex requests, an extension of another two months is permissible, provided this is communicated to the data subject in a timely manner within the first month.
- If the council cannot provide the information requested, it should, inform the data subject on this decision without delay and at the latest within one month of receipt of the request.
- If a SAR is submitted in electronic form, any personal data should preferably be provided by electronic means as well.
- If data on the data subject is processed, make sure to include as a minimum the following information in the SAR response:
  - the purposes of the processing;
  - the categories of personal data concerned;
  - the recipients or categories of recipients to whom personal data has been or will be disclosed, in particular in third countries or international organisations, including any appropriate safeguards for transfer of data, such as Binding Corporate Rules or EU model clauses;
- where possible, the envisaged period for which personal data will be stored, or, if not possible, the criteria used to determine that period;
- the existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- the right to lodge a complaint with the Information Commissioner's Office (“ICO”);
- if the data has not been collected from the data subject: the source of such data;
- the existence of any automated decision-making, including profiling and any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.
- Provide a copy of the personal data undergoing processing.

## 11. SECURITY INCIDENT RESPONSE

11.1 A data breach of any size is a crisis management situation, which could put an entire council at risk. Data security is not an IT issue, it is an organisational risk, and breach response should involve people from a number of roles across the council.

11.2 Planning for a breach is therefore essential; every council should have in place a breach response plan, and should designate, in advance, a breach response team which can be convened at short notice to deal with the crisis.

11.3 Understanding the issues that arise in a breach situation, and practising managing a breach, are essential to effective breach response. Failure to plan and practise increases the regulatory, litigation and reputation risk to the entire council.

11.4 Whilst the Town Council note that the likelihood of a security incident is low, appropriate measures are in place to ensure that the risks are further reduced. This is reviewed regularly.

## **12. MAKING INFORMATION AVAILABLE**

### **12.1 The Model Publication Scheme**

This document enables the council to make a significant amount of information available routinely, without waiting for individuals to request it. The Scheme is intended to encourage people to take an interest in the work of the council and its role within the community. The aim is to make it easier for the public to access information. In accordance with the provisions of the Freedom of Information Act 2000, this Scheme specifies the classes of information which the council publishes or intends to publish. Further information is available in the Publication Scheme and Guidance document.

### **12.2 Meetings**

All formal meetings of the council and its committees are subject to statutory notice being given on notice boards, the website, and sent to the local media. Meeting agendas will be published on the website, and if requested, emailed by the Town Clerk to members of the public. The Town Council publishes an annual programme in May each year. All formal committee meetings, are open to the public and press and reports to those meetings and relevant background papers are available for the public to see. The council welcomes public participation and has a public participation session on each council meeting agenda.

### **12.3 Matters of confidentiality**

Occasionally, the council or committees may need to consider matters in private. Examples of this are matters involving personal details of staff, or a particular member of the public, or where details of commercial sensitivity are to be discussed. This will only happen after a formal resolution has been passed to exclude the press and public,

and the reasons for the decision are stated. Minutes from all formal meetings, including the confidential parts, are public documents.

#### 12.4 Local Government Transparency Code 2015

The Code details information that must be published quarterly. Where the Newark Town Council has expenditure exceeding £500, this information must be available to the public. This must include:

- Date the expenditure occurred.
- Local authority department that incurred the expenditure.
- Beneficiary.
- Summary of the purpose of the expenditure.
- Amount.
- VAT that cannot be recovered.

This information is routinely considered by the Town Council and published online.

12.5 Newark Town Council must also publish details of every invitation to tender for contracts to provide goods and/ or services with a value that exceeds £5,000. This must include:

- Reference number.
- Title.
- Description of the goods and/or service sought.
- Start, end and review dates, and
- Local authority department responsible.

Similar information must also be published in relation to contracts that are entered into by the Town Council, in excess of £5,000. This must include information about whether the contract was a result of an invitation to quote or a published invitation to tender. The size of the supplier must also be made available.

12.6 Of the information that must be published annually, Newark Town Council publishes online details of land and assets, grant allocations and details of the organisation chart.

### 13. DATA RETENTION

13.1 The Council will ensure that necessary records and documents will be adequately protected and maintained and ensure that records which are no longer needed or of no value are discarded/destroyed at the appropriate time. Appendix 2 sets out the Town Council's data retention requirements and the justification for the periods specified.

13.2 In addition to the information set out in this section, the following points should be noted:

- General Documentation, not listed above, may be kept for reference purposes however will be destroyed after 5 years.
- Any documents relating to Town Council owned land and property will be retained indefinitely by the Town Council or by the Council's solicitor to give a complete picture of refurbishments, disposals or acquisitions.
- Documents produced by and readily available from other sources will be destroyed when they are outdated or superseded.

Development Control and Planning applications will be destroyed automatically after one year. If, however, a particular application forms part of a planning history for a specific site or Town Council owned property, then the application will be kept indefinitely or until such times as the site is developed.

13.3 No document list can be exhaustive. Questions regarding the retention period for any specific document or class of documents not included in the below table should be addressed to the Town Clerk who will consult with the relevant committee chair.

13.4 The Council will comply with the following conditions:

- Records and policies no longer required may be required to be archived. Before destruction this will be checked.
- This policy applies to electronic records as well as physical hard copies.
- Individuals responsible for the retention of records are also responsible for their destruction following the retention period. Sensitive or confidential documents must be disposed of by shredding or other means to ensure that the material can no longer be read or interpreted.

#### *Changes to Data Retention Periods*

13.5 Record retention periods may be increased by government regulation, judicial or administrative constraint order, private or government contract, pending litigation or audit requirements. Such modifications supersede the requirements in Appendix 2.

13.6 In the event of a government audit, investigation or pending litigation, record disposition may be suspended at the direction of the Town Mayor or Town Clerk and subsequently ratified by the Finance and General Premises Committee.

When litigation, complaints or investigations against the Town Council or its employees are filed or threatened, the law imposes a duty upon the council to preserve all documents and records pertaining to the issues. In this instance the Town Mayor or Town Clerk will notify appropriate employees and departments of a 'hold' directive.

The 'hold' supersedes the retention schedule in Appendix 2, and the Town Clerk will inform employees/ departments when holds are cleared. Electronic records such as emails and computer accounts will be immediately maintained by appropriate departments until the hold is released. No employee or department who has been notified of a hold may alter or delete any electronic records that fall within the scope of that hold.

Violation of the hold may subject the individual to disciplinary action, up to and including dismissal as well as personal liability for civil and criminal sanctions by the courts or enforcement agencies.

#### ***Storage of Documents***

13.7 Documentation readily in use or where easy and regular access is required will be stored at the Town Council's offices. Officers are encouraged to scan documentation where and when appropriate so that it is stored electronically for future reference. The IT systems are automatically backed up on a regular basis to ensure the safe keeping of electronic documents. Older paperwork and documentation will be archived either at the Town Council's offices or off site. If need be, documents will be stored in secure conditions either at the Town Office's offices, with the council's solicitor or at an offsite storage facility.

#### ***Destruction of Documents***

13.8 All confidential or sensitive documents and any documents containing personal information covered by the Data Protection Act that are earmarked for disposal will be shredded at the Town Council offices. All general documentation and paper waste will be recycled.

## **Appendix 1- Procedure for Processing Requests for Information**

How are Freedom of Information (FOI) requests made?

*If people ask if there is a specific form that they have to fill in to make a FOI request, the answer is 'no'.*

*The only requirements are that a request be made in writing (whether in a formal letter or on the back of a post-it note) and that a name and an address be provided for the response.*

Where should they be sent?

*Requests should be sent to office@newark.gov.uk, or to our postal address, which is:  
Newark Town Council, Town Hall, Newark*

What happens next?

*A 20-day deadline for response begins the day after the Town Council receives the Freedom of Information request. The following procedure will take place:*

- 1) The request will be entered into the case recording system.
- 2) The request will be formally acknowledged.
- 3) The response will be sent to the requestor.
- 4) The request will be closed on the case recording system.
- 5) If the requestor is dissatisfied with the response, they can request that a review is conducted.
- 6) If the requestor is still dissatisfied with the review response, they can complain to the Information Commissioner's Office.

## Appendix 2- Retaining Important Documents

The requirements for the retention of specific records are laid down in the Accounts and Audit Regulations for Local Authorities. The advised periods and reasons for the retention of records are detailed on the table below. Where the period is shown as a number of years, this is in addition to the current year.

Record	Minimum retention period	Comments
Annual Leave Records	3 years	
Application Forms (unsuccessful applicants)	6 months	From appointee starting duties
Audit Till Rolls	3 years	
BACS Amendments and Error Reports	6 years	
Bank Reconciliation Records	6 years	
Bank Statements and Advices	6 years	
Bond Certificates – Copy	6 years	After redemption
Bonds/ Mortgages Register	Indefinitely	
Budget Working Papers	6 years	
Capital Registers	Indefinitely	
Car Allowance Claims	3 years	
Car Allowance Records	6 years	
Car Lease Records	2 years	From end of lease
Car Loan Records	6 years	From end of loan
Cash Books	6 years	
Collection and Deposit Books	6 years	
Contract Documents Contract	period +2 years	From final payment
Contract Payment Certificates	period +2 years	From final payment
Controlled Stationery Records	Indefinitely	
Correspondence Files	6 years	
Correspondence with Successful Contract	period + 2 years	From final payment
Council Meeting Minutes	Indefinitely	Can be transferred to NCC Archives
Creditor Cheque Lists	6 years	
Deduction Tabs	6 years	
Deeds of Covenant	12 years	After final payment
Delivery Notes	3 years	

Expenses Claims (mileage, subsistence)	6 years	HMRC requirements
Employers Liability Insurance	40 years	Management and Statute of Limitations
Final Account Working Papers	6 years	
Finance Ledgers	Indefinitely	
Flexi-time Records	3 years	
Grant Claims / Returns	6 years	
Half Yearly Interest Schedules	Indefinitely	
Health and Safety Inspection Records	21 years	
Insurance Claims and Correspondence	6 years	
Insurance Policies (other than Liability Insurance)	3 years	After discontinuation
Insurance Registers	Indefinitely	
Insurance Schedules	Indefinitely	
Insurance Valuations	6 years	Unless re-valued
Internal Ledger Transfers	6 years	
Inventory of Furniture & Equipment	Indefinitely	
Investment Certificates	6 years	After holding
Invoices (including credit card payment slips)	6 years	
Journal Entries	6 years	
Leasing Payments	6 years	
Leasing Registers	Indefinitely	
Leaver Forms	6 years	
Liability Insurance	Indefinitely	
Loans Transfer Registers	Indefinitely	
Manual Cheque Payment Records	6 years	
Maternity Pay Records	3 years	
Members Allowance Claim Forms	6 years	
Members Attendance Registers	Indefinitely	
Micro-fiche Records	Indefinitely	
Mortgage Deeds & Bond Certs. (repaid)	6 years	From cancellation
New Starter Forms	6 years	
Notification of Coding	3 years	After end of tax year
Orders	3 years	
Other Payroll Tabs	6 years	
Overtime Claims	3 years	
Overtime Records	6 years	
P45 Forms	3 years	
Paid Invoices	6 years	
Pay Slips – copies	7 years	
Paying-In Books	6 years	

Payroll Control Account Reconciliations	6 years	
Payroll Control Total Tabs	6 years	
Payroll Deduction Tabs	6 years	
Permanent Amendments	6 years	
Personnel Files	Indefinitely	
Petty Cash Imprest Records	6 years	
Petty Cash Receipts	6 years	
Postal Remittance Books	6 years	
Public Liability Insurance	21 Years	
PWLB Year End Statements	6 years	
Receipt Books	6 years	
Replacement Cheque Records	3 years	
Returned Cheque Records	6 years	
Sickness Records	3 years	
Staff Records	6 years	
Stock Transfer Forms	6 years	
Stop Cheque Lists	6 years	
Sundry Debtor Accounts	6 years	From date paid or written off
Sundry Debtor Records	3 years	
Superannuation Correspondence	Indefinitely	
Superannuation Records	6 years	Main records held with NCC
Tax and NI Details	6 years	
Taxable Benefit Details	6 years	HMRC requirements
Temporary Loans Records	3 years	After repayment
Tenders - Unsuccessful Quotations	3 years	
Tenders - Successful Quotations	Contract period + 2 years	From final payment
Unpresented Cheque Listings	6 years	
VAT Returns and Records	6 years	
Write Off Schedules	Indefinitely	
Year-end Financial Tabs	Indefinitely	
Year-end Payroll Tabs	12 years	