

Records Retention and Disposal Schedule

Our Records Retention and Disposal Schedule sets out how long we keep different types of records (known as record series) that may contain personal data.

It helps ensure that personal data is only retained for the appropriate period and is securely disposed of when it is no longer needed.

If you require more information about the contents of the schedule, please contact us at: customercare@jbg.org.uk.

Corporate Services

Record Series	Trigger	Period	Action
Comments and Enquiries – case files- records documenting the processing of customer comments and enquiries about JBG including responses.	Last action on comments	6 years	Destroy
Complaints – Case File – records documenting the handling of a customer complaint.	Last action on complaint	5 years	Destroy
Complaints Register	Current	10 years	Destroy
Environment Information Regulations - processing of requests for information	Completion of request	3 years	Destroy
Environment Information Regulations - processing of requests for information where appeal made to Scottish Information Commissioner	Outcome of appeal	6 years	Destroy
Data Protection - record of subject access request processing	Completion of request	3 years	Destroy
Data Protection - record of subject access request processing where appeal made to UK Information Commissioner	Outcome of appeal	6 years	Destroy
Data protection - general compliance records	Current year	3 years	Destroy
Data protection - Notification and changes	Current year	3 years	Destroy
Freedom of information (FoISA) - processing of requests for information	Completion of request	3 years	Destroy

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Record Series	Trigger	Period	Action
Freedom of information (FoISA) - processing of requests for information where appeal made to Scottish Information Commissioner	Outcome of appeal	6 years	Destroy
Recruitment Paperwork – applications and supporting documents	Interview	6 months	Destroy
Staff Records	Leaver	6 years	Destroy
Procurement – Supply Addition Requests (including supplier details forms, quotes and award letters)	End of approval period	3 years	Destroy
Procurement- Tendering including tender evaluation, negotiation and notification records for Unsuccessful tenders	Award of contract	6 months	Destroy
Procurement- Tendering including tender evaluation, negotiation and notification records for Successful tenders	End of contract	5 years	Destroy
Procurement- Contract management (including award letters, performance reports, variations, negotiations, extensions)	End of contract	5 years	Destroy
ESF Financial Paperwork (2014-2020) - payroll, staff travel, timesheets, bank statements, purchase invoices, petty cash, cashbook payments	Instruction from Scottish Government	31/12/2030	Review
Non ESF Financial Paperwork - payroll, staff travel, timesheets, bank statements, purchase invoices, petty cash, cashbook payments	From end of funded period/end of Company financial year for HMRC*	7 years	Destroy

*Due to operational reasons, it may not always be possible to separate ESF Financial Paperwork from Non-ESF Financial Paperwork. In this case, documents would be held in accordance with Scottish Government requirements.

Records Retention and Disposal Schedule

Employability & Skills Current

Record Series	Trigger	Period	Action
NOLB TFW/WTFG Files (April 2022 onwards)	Last contact	6 calendar years	Destroy
NOLB WLG Customer Files (April 2023 onwards)	Last contact	6 calendar years	Destroy
Core Customer Files	End of financial year following last participation on the programme	5 calendar years	Destroy
ILM (Transitional Employment) Client Files	End of financial year following last participation on the programme	5 calendar years	Destroy

Employability & Skills Legacy

Record Series	Trigger	Period	Action
WLG (ESF) Customer Files	Instruction from Scottish Government	31/12/2030	Review

Property

Record Series	Trigger	Period	Action
Tenant Files	End of tenancy or end of any legal, dilapidations and/ or debt recovery actions	1 year	Destroy
Leases	End of tenancy or end of any legal, dilapidations and/ or debt recovery actions	7 years	Destroy