

| <b>Customer and Local Services</b><br>Retention periods for information processed by the <b>Customer Experience Team</b> |   |                            |  |
|--|---|----------------------------|--|
| Records  | Retention Period  | Action by Department       | Action by Jersey Archive   |
| Customer Feedback Data   | Personal data retained one year from resolution. Anonymised data retained indefinitely. | Delete                     | None   |
| Emails sent to the Customer Feedback email inbox   | 4 months  | Delete                     | None   |
| Customer Feedback Management System (CFMS) reporting spreadsheets  | 12 months following receipt of feedback   | Delete                     | Jersey Archive will receive the data from <a href="http://www.gov.je">www.gov.je</a> |
| Survey data<br>(anonymised)  | 5 years   | Delete                     | None   |
| Research Opt-in List   | 3 years   | Delete                     | None   |
| Project governance documents   | 10 years following project closure  | Transfer to Jersey Archive | Archive  |
| Data analysis working data   | 5 years following the presentation of results   | Delete                     | None   |
| Guidelines produced by Customer Experience Team  | Retain until superseded   | Transfer to Archive        | Archive  |
| Customer Experience meeting agendas and minutes  | 2 years   | Delete                     | None   |
| Survey Audio Files   | 1 month   | Delete                     | None   |
| Emails sent to CLS teams generated from the Contact-Us form on Gov.je  | 12 months   | Delete                     | None   |