

Customer and Local Services

Retention periods for information processed by the **Business Hub – Business Licensing**

Records	Retention Period	Action by Department	Action by Jersey Archive
Templates of all application forms and associated documents	Whilst in use	Transfer one copy of new and significantly updated ones to Jersey Archive	Archive
Policies and Procedures	Retain until superseded	Transfer one copy of new and significantly updated ones to Jersey Archive	Archive
Individual CRM company records (Domus)	Retain indefinitely electronically		None
Email enquiries	1 month	Action or forward to appropriate Hub. Destroy after 1 month	None
Quarterly Population Office statistics reports	3 months	Transfer to Jersey Archive (accessions@jerseyheritage.org) when emailed to Web team for publishing on www.gov.je	Archive
Legal opinions	Retain for 20 years	Transfer to Jersey Archive	Archive
Undertaking records	Retain indefinitely electronically		None
Resident business ceased trading notifications	Upload to CRM and retain indefinitely electronically	Destroy	None
Manpower returns (paper)	Until CRM updated	Destroy	None
Treasury billing spreadsheets for businesses attracting annual charge	5 years	Destroy	None
Varying undertaking business files	5 years	Destroy	None
Compliance case files	Retain indefinitely electronically		None
Article 45 Data Protection Requests	2 years	Destroy	None

Leaflets and Publications	Retain until superseded	Transfer one copy of each on production to Jersey Archive	Archive
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