

Customer and Local Services

Retention periods for information processed by the **Service Hub**

Records	Retention Period	Action by Department	Action by Jersey Archive
Recorded Telephone Calls	14 days	All calls automatically deleted after 14 days by telephony system (Redbox)	
Email enquiries	1 month	Action or forward to appropriate Hub. Destroy after 1 month	
Dispatch requests	1 month	Destroy	
CaseViewer – online form submissions	1 month	As per M&D Retention Schedule	
Customer and Local Services Policies and Procedures	Retain for reference until superseded	Destroy superseded copies	
Credit Reference Agencies File Share	3 years	Delete	