

Customer and Local Services

Retention periods for information processed by the **Service Hub - Housing Control**

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Policies and Procedures	Retain until superseded	Transfer one copy of new and significantly updated ones to Jersey Archive	Archive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 person records (Domus/ Populus)	1 year after death of individual	Review, destroy attached documents and notes if no longer required (electronic). Person record retained indefinitely electronically	None
Individual CRM property records (Domus)	Retain indefinitely electronically		None
Individual CRM company records (Domus)	Retain indefinitely electronically		None
Individual purchase transaction files (reference sequence HL34551 – HL202444)	Hard copy retained until scanned to information system	Destroy physical copy. Retain indefinitely electronically	None
Company purchase transaction files (reference sequence HL34551 -)	Hard copy retained until scanned to information system	Destroy physical copy. Retain indefinitely electronically	None
School attendance data	Whilst in use	Retain indefinitely electronically	None
Email enquiries	1 month	Action or forward to appropriate Hub. Destroy after 1 month	None
Tell Us Once Community Death Notifications	1 month	Destroy once processed (electronic)	None

Lodging House files	1 year from date of de-registration	Destroy (electronic)	None
Lodging House registration spreadsheets, application forms and certificates	1 year	Delete (electronic)	None
Hardship applicant spreadsheets	5 years	Destroy (electronic)	None
High value resident applicant spreadsheets	5 years	Destroy (electronic)	None
Daily reports - Registration cards	3 months	Review, delete (electronic) if no longer required	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
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Leaflets and Publications	Retain until superseded	Transfer one copy of each on production to Jersey Archive	Archive