

Customer and Local Services

Retention periods for information processed by the **Housing Advice and Support Services**

Records	Retention Period	Action by Department	Action by Jersey Archive
Housing Advice Service - Customer records held on the forms database	1 year from submission	Delete record	None
Housing Advice Service - Email records containing customer information	1 year from last active period	Delete record	None
Housing Advice Service - Anonymised statistical data on performance	10 years	Destroy digital copy	None
Housing Support Service - Customer records held on the support system	1 year from last change	Delete record	None
Housing Support Service - Case records held on support system	1 year from last active period	Delete record	None
Housing Support Service - Documents attached to case records and customer records	1 year from last active date	Delete record	None
Housing Support Service - Physical records such as customer agreements	Until scanned to system	Destroy physical copy	None
Housing Support Service - Anonymised statistical data on performance	10 years	Destroy digital copy	None