

Customer and Local Services

Retention periods for information processed by the **Pensions & Care Hub - Pensions Team**

Records	Retention Period	Action by Department	Action by Jersey Archive
Blank Form Templates	Retain whilst in use until superseded	Transfer copy of all forms and significantly updated ones to Jersey Archive.	Archive
All Claim Forms except Death Grants (see below)	Until scanned to information system*	Destroy hard copy after one month.	
Death Grants	Until scanned to information system*	Destroy hard copy after one month.	
Bank Details	Until scanned to information system*	Destroy hard copy after one month.	
Forecasts	Until scanned to information system*	Destroy hard copy after one month.	
Birth, Marriage & Death Certificates	Until scanned to information system*	Destroy hard copy after one month.	
Auditor's Reports	Retain for 1 year	Destroy	
Correspondence - Incoming	Until scanned to information system*	Destroy hard copy after one month.	
Correspondence - Outgoing	Until scanned to information system*	Destroy hard copy after one month.	
Pension Plus	Retain applications in information system for six months after opening Retain disallowed/cancelled existing applications on database for two years	Delete from information system Delete from Database	
Register of unique authentication codes (from P111)	180 days	Delete from information systems	
Data for eforms on the Firmstep platform - Caseviewer	90 days	Delete from information systems	

* Data held indefinitely due to inability to delete from current information system