

### 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| Customer and Local Services Policies and Procedures | Retain for reference until superseded | Destroy superseded copies  |                          |