

Leisure Services

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Purchase Orders (SA)	Contact details	organisation/companies	raise orders	leisure centres	low	7 Year after the financial year in which they were created	Public Task-Statutory req	Delete and shred	Yes (name, address, email, tel nos)	Contract	Electronically	Leisure drive	Less than 100 per year	Leisure Manager	Shared with Leisure,Leisure Centres and contractors
Invoicing (SA)	Contact details	organisation/companies	saved electronically for audit puposes	no one	low	6 Years	Public Task-Statutory req	Delete and shred	Yes (name, address, email, tel nos)	Contract	Electronically	Leisure drive	Less than 100 per year	Leisure Manager	Shared with Leisure,Leisure Centres and contractors
Service Level Agreements (Climbing wall) (SH)	Electronic	Organisation	Saved electronically	no one	low	reviewed annually	Contract-Legal agreement	Delete	Yes (name, address, email, tel no)	legal	Electronically	Leisure drive	One	Sports Development Officer	no one
Grant Aid Scheme (GS)	Application Form	Club Representative	Saved electronically	no one	low	7 years	Legitimate interest-auditing	Delete	Yes (name, address, email, tel no)	Public Task	Electronically	Leisure drive	Less than 5 per year	Swim Development Officer	no one
Nova Squad Member Records (GS)	Membership	Parents/Swimmers	Spreadsheet with names only and Emails--all other membership data on Team Unify Data Base	Squad Administrator	Low	Annually	Legitimate interest-Names and Emails only	Delete	Yes	public task	Emails or hard copies scanned to electronic format	On PC	Less than 100 per year	Swim Development Officer	Contracted Coach
Enquiries (MC)	Contact details and enquiry	Individuals	Saved electronically along with reply	Appropriate officer within department for reply	Low	7 years	Legitimate interest- satisfy customer requests	Delete	Yes (name, address, email, tel nos)	public task	Emails or hard copies scanned to electronic format	Leisure drive	Less than 100 per year	Leisure Manager	Shared with Leisure,Leisure Centres and contractors
Complaints (MC)	Customer Records/CRM	Individuals	input into CRM	No one	High	2 Years after conclusion	Legitimate interest- satisfy customer requests	Delete	Yes (name, address, email, tel nos)	public task	electronic	local server	less than 100 per year	Leisure Manager	CRM Admin
Staff Sickness Records (JC)	Electronic and hard copy	Indivdual staff	Used to monitor staff welfare and sickness	No one	High	6 years after employment ends unless within last 6 years before retirement	Legitimate interest-Monitoring and managing sickness	Sent to personnel when individual leaves	Yes (name, address, email, tel nos)	Legitimate Interest	hard copy	Locked cupboard	Less than 5 per year	Leisure Manager	Personnel
Sports Recognition Award Records (SH)	Contact details of nominor and nominees	Individuals or clubs	Used to judge winners	Shared with Judging panel	Low	One year after the event	Legitimate interest-Sending information to the nominee and the person who have nominated	Delete electronic and paper records.	Yes	Legitimate Interest	Electronic and paper	MDC Sports Development Drive	Less than 50 per year	Sports Development Officer	Leisure Development
School Sports Partnership database (SH)	Electronic	organisations representative	Spreadsheet	No one	Low	Updated annually and old contacts deleted	Legitimate interest-Working across organisations	Delete electronic records.	Yes (name, email, telephone nos)	Legitimate Interest	Electronic	MDC Leisure Drive	Less than 100 per year	Sports Development Officer	leisure Development
Sports Club contacts (SH)	Electronic	Individuals or clubs	Use as contact details	No one	Low	Until the Sports Clubs Inform the Sports Development Officer that they do not wish to receive information.	Legitimate interest-Sending information to the Sports Club about Sporting Initiatives	Delete electronic and paper records.	Yes	Legitimate Interest	Electronic and paper	MDC Sports Development Drive		Sports Development Officer	Leisure Development
International Sports Pass Applications (SH)	Contact details on application form	Individuals	Electronic	Leisure contractor	Low	7 years	Legitimate interest-Recording qualification	delete	Yes (name, email, telephone nos)	Legitimate Interest	Electronic	MDC Leisure Drive	Less than 2 per year	Sports Development Officer	Leisure Development
Bellamy Insight residents contacts (MMo)	Electronic & consultation forms	individuals consulted and who gave consent	spreadsheet	No one	low	reviewed annually	Legitimate interest- to market Bellamy information to residents only	delete	Yes telephone, address and email	Legitimate Interest	Electronic and paper copies	MDC leisure drive & locked filing cabinet	Less than 100 per year	Health and Wellbeing Officer	Leisure Development

Property Services

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Management of Commercial Leases	Property Files including application forms, correspondence and contracts.	Data subject	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance, works departments, contractors, utility companies.	High	Life of the lease plus 15 years subject to any claims, disputes or unpaid debt.	Property Services manages and controls all the Council land and property transactions including the acquisition, disposal and management of land and buildings. To generate income to support and provide services to the District. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Name, address, DOB, NI number, phone numbers, email addresses, VAT number, banking information, signatures, passport and driving licence information.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	Current 387, historic not known	Corporate Asset Manager	Accessed by Property Services, Facilities team and MDC Capital Accountants. Shared with utilities - legislative (Section 35 of DPA 1998;
Management of Long Term Ground Leases	Property Files including application forms, correspondence and contracts.	Data subject	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance.	High	Life of the lease plus 15 years subject to any claims, disputes or unpaid debt.	Property Services manages and controls all the Council land and property transactions including the acquisition, disposal and management of land and buildings. To generate income to support and provide services to the District. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Name, address, DOB, NI number, phone numbers, email addresses, VAT number, banking information, signatures, passport and driving licence information.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	Current 70, historic not known	Corporate Asset Manager	Accessed by Property Services, Facilities team and MDC Capital Accountants. Shared with utilities - legislative (Section 35 of DPA 1998;
Management of Licences	Property Files including application forms, correspondence and contracts.	Data subject	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance, works departments, contractors, utility companies.	High	Life of the licence plus 15 years subject to any claims, disputes or unpaid debt.	Property Services manages and controls all the Council land and property transactions including the acquisition, disposal and management of land and buildings. To generate income to support and provide services to the District. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Name, address, DOB, NI number, phone numbers, email addresses, VAT number, banking information, signatures, passport and driving licence information.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	Current 80, historic not known	Corporate Asset Manager	Accessed by Property Services, Facilities team and MDC Capital Accountants. Shared with utilities - legislative (Section 35 of DPA 1998;
Management of Wayleaves and Easements	Property Files including correspondence and contracts.	Data subject	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance.	High	Life of the wayleave/easement plus 15 years subject to any claims, disputes or unpaid debt. Usually held in perpetuity.	Property Services manages and controls all the Council land and property transactions including the acquisition, disposal and management of land and buildings. To generate income to support and provide services to the District. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Business name, address, phone numbers, email addresses, VAT number, banking information, signatures.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	Current 138, historic not known	Corporate Asset Manager	Accessed by Property Services, Facilities team and MDC Capital Accountants.
Acquisitions	Property Files including correspondence and contracts.	Data subject and MDC Legal Team.	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance, utility companies.	High	Retain for life of property plus 12 years.	Property Services manages and controls all the Council land and property transactions including the acquisition and management of land and buildings. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Name, address, phone numbers, email addresses, VAT number.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	circa 2605	Corporate Asset Manager	Accessed by Property Services, Facilities team and MDC Capital Accountants. Shared with utilities - legislative (Section 35 of DPA 1998;
Disposals	Property Files including correspondence and contracts.	Data subject and MDC Legal Team.	Input in Terms reports. Input to electronic systems.	Internal departments ie Legal, Finance, utility companies.	High	Retain for 15 years after all obligations and/or entitlements are concluded.	Property Services manages and controls all the Council land and property transactions including the management and disposal of land and buildings. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Hard copy disposed of through confidential waste service. Archived electronic records can be deleted.	Name, address, phone numbers, email addresses.	6(1)(b) Contract	Electronically and paper format	Paper files held in locked filing cabinets and basement storeroom. Electronic data held on j:drive, p:drive and in Cloud - password protected.	circa 2076	Corporate Asset Manager	Shared with utilities - legislative (Section 35 of DPA 1998; Accessed by Property Services, Facilities team and MDC Capital Accountants.
Asset valuations	Background papers	Data subject	The quality of the tenant provides provenance, thereby supporting the method of calculation of the valuation.	No one	Low	Retain for the life of the property.	Property Services manages and controls all the Council land and property transactions including the valuation of assets. Whilst this is not a statutory service it is primarily governed by Local Government Act 1972.	Electronically disposed of from the server. Hard copy disposed of through confidential waste service.	Name	6(1)(c) Legal Obligation	Paper copies to be scanned and held Electronically.	Electronic data held on j:drive,	circa 2102	Corporate Asset Manager	Accessed by Property Services team.
Property Services Staff contact details	Personal contact details of officer	Data subject	Held in spreadsheet	No one	Low	Duration of the officers appointment to this service area	Held for information in case of need to contact officer whilst out on site.	Delete from the spreadsheet	name and mobile number	6(1)(a) Consent	Electronic	Electronic data held on j:drive - password protected	11 records	Corporate Asset Manager	Accessed by Property Services team.

Car Parks

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Car Parks	Shop mobility membership	Individuals	spread sheet	service areas	low	1 year	membership	deletion	names, addresses and telephone numbers	Public Task	spredsh eets	G Drive paper copy in admastration office	300	TCM	service area
	Season Ticket Receipts	Individuals	Chip side data base	No One	low	3 year	to prove parking pass displayed and paid for	shreading	car registration	Contract	spreads sheet and paper receipt	G Drive paper copy in admastration office	115 per month	TCM	NCC

Markets

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Markets	Market Plans	Supervisor	noted on paper map	no one	low	3 years	proof of rental income	Shredding	Name ,	Public Task	paper copy	Administration office/ maccs data base	255	Markets Manager	no one
	Market trader record sheets	Individuals	Maccs data base /Application form	No one	low	3 years	Imigration, retail entitlement	deletion/shredding	Address/email telephone numbers and insurance documents	Contract	Data base and paper copy	Administration office/ maccs data base	300	Markets Manager	no one
Specialist Market traders	Spreadsheet	Individuals	Spreadsheet	no one	low	2 years	contact	deletion	Name address and contact details	Contact	spread sheet	G drive	240	Markets Manager	no one

Community Safety

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Investigation of Anti Social Behaviour (ASB) cases, including Fly-Tipping.	Investigation files (letters, photos, video footage, emails, statements etc)	Individuals/Complainants - members of the public, council officers, council staff, officers whilst out on patrol	E-CINS - ASB Case Management System (Cloud) & Iphones, Pocket Notebook (PNB) Photo's downloaded from device and stored within the relevant case on the Community Safety T-drive and also on the E-CINS Cloud system	Officer In Charge	High	For E-CINS there is no automated deletion period. Records can be deleted at the data owner request, either individually, or in bulk by Empowering Communities. For non-E-CINS it is 7 years	We keep this information in order to investigate, which could lead to potential prosecution. It also could lead to subject access requests and community triggers. Allows to re-open an investigation	Delete all records, shredding, locked confidential waste bin	Yes - names, addresses, dob, telephone numbers, social services records, police records (PNC)	Public Task	Electronic and Paper Copies	E-CINS, Community Safety T-Drive, Iphone's, PNB and OIC's personal drive. All have username and password. PNB's locked away end of each shift.	Approx 700 Files	Operations Manager Community Safety	Accessed by; Nottinghamshire Police, Neighbourhood Wardens, Case Management Officers, Housing Officers, Environmental Protection Officers, Legal team. Shared by; Officer in Charge
	Case files where legal process has taken place	Individuals/Complainants - members of the public, council officers, council staff	E-CINS - ASB Case Management System (Cloud) & Iphones, Pocket Notebook (PNB) Photo's downloaded from device and stored within the relevant case on the Community Safety T-drive and also on the E-CINS Cloud system	Officer In Charge	High	For E-CINS there is no automated deletion period. Records can be deleted at the data owner request, either individually, or in bulk by Empowering Communities. For non-E-CINS it is 7 years	We keep this information in order to investigate, which could lead to potential prosecution. It also could lead to subject access requests and community triggers. Allows to re-open an investigation	Delete all records, shredding, locked confidential waste bin	Yes - names, addresses, dob, telephone numbers, social services records, police records (PNC)	Public Task	Electronic and Paper Copies	E-CINS, Community Safety T-Drive, Iphone's, PNB and OIC's personal drive. All have username and password. PNB's locked away end of each shift.	Approx 180 Files	Operations Manager	Accessed by; Case Management Officer, Legal team
	Cases involving safeguarding issues.	Individuals/Complainants - members of the public, council officers, council staff	E-CINS - ASB Case Management System (Cloud) & Iphones, Pocket Notebook (PNB) Photo's downloaded from device and stored within the relevant case on the Community Safety T-drive and also on the E-CINS Cloud system. Any relevant details within a case involving safeguarding issues is locked down	Safeguarding Officer at MDC, MASH at NCC	High	For E-CINS there is no automated deletion period. Records can be deleted at the data owner request, either individually, or in bulk by Empowering Communities. For non-E-CINS it is 7 years	Statutory requirement	Delete all records, shredding, locked confidential waste bin	Yes - names, addresses, dob, telephone numbers, social services records, police records (PNC)	Vital Interests	Electronic and Paper Copies	E-CINS, Community Safety T-Drive, Iphone's, PNB and OIC's personal drive. All have username and password. PNB's locked away end of each shift.	60 Files	Officer In Charge	Accessed by; OIC, Safeguarding Officer, Safeguarding Board, Social Services, Nottinghamshire Police, Health & Educations Services, Third Party Care provider. Shared by; OIC, Safeguarding Officer

CCTV	CCTV footage - Mansfield District	Individual CCTV cameras throughout the district	Kept for 30 days on secure password protected database. Then deleted if not used for investigation	Enforcement officer, or insurance investigation officer	High	30 days, or as long as a prosecution is on-going	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records automatically	Yes - visual evidence of person/s, VRM's and incidents	Public Task	Electronic and disc format	Stored on Fusion software within the CCTV control room		Operations Manager Community Safety	Accessed by; CCTV operators. Shared with; legitimate investigating agents such as Police, insurance companies
	CCTV Footage - Amber Valley Borough	Individual CCTV cameras throughout the district	Kept for 30 days on secure password protected database. Then deleted if not used for investigation	Enforcement officer, or insurance investigation officer	High	30 days, or as long as a prosecution is on-going	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records automatically	Yes - visual evidence of person/s, VRM's and incidents	Public Task	Electronic and disc format	Stored on Fusion software within the CCTV control room		Operations Manager Community Safety	Accessed by; CCTV operators. Shared with; legitimate investigating agents such as Police, insurance companies
	CCTV Footage - DWP	Individual CCTV cameras throughout the internal department offices	Kept for 30 days on secure password protected database. Then deleted if not used for investigation	Enforcement officer, or insurance investigation officer	High	30 days, or as long as a prosecution is on-going	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records automatically	Yes - visual evidence of person/s, VRM's and incidents	Public Task	Electronic and disc format	Stored on Fusion software within the CCTV control room		Operations Manager Community Safety	Accessed by; CCTV operators. Shared with; legitimate investigating agents such as Police, insurance companies
	RIPA authorisations to view live CCTV - Remove		Input onto electronic storage	Enforcement agent only	High	30 days, or as long as a prosecution is on-going	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records	Yes	Legal Obligation	Electronic	CCTV Database & Camera hard drive	5 Files	Operations Manager Community Safety	Prosecuting authority
	Redeployable Camera Installations	Internal enforcement staff, external community stakeholders, Crime & ASB logs	Stored on data sim card for 7 day period, unless evidence captured then retrieved	Enforcement officer only	High	7 days, unless of investigation use, or as long as a prosecution is on-going	We keep this information for prosecution purposes only	Deleted on sim card after 7 days and once prosecution process fully completed	Yes - visual evidence of person/s, VRM's and incidents	Public Task	Sim card and on to disc if needed for prosecution	Sim card for 7 days. Handed as exhibit to investigation officer. No copies kept.		Operations Manager Community Safety	Accessed by; external CCTV contractor, Shared with; investigation officer
	Incident Logs	CCTV operators	Input on to paper and electronic spreadsheet on the Fusion database	CCTV camera commissioner, investigation officers and data controller	High	2 years ?	We keep this information in order to investigate, which could lead to potential prosecution/enforcement action. To audit proportionality and legitimacy	Delete electronic records and shredding	Yes - individual descriptions, vrm's, incidents, names	Public Task	Electronic and Paper Copies	Fusion Database in the CCTV Control Room	60+ Files ?	Operations Manager Community Safety	Accessed by; CCTV operators, CCTV manager, investigating officers and insurance companies. Shared with; investigating agents, police etc
RIPA Investigations	RIPA Applications and investigation files	Individuals/Complainants - members of the public, council officers, council staff, officers whilst out on patrol	RIPA court application forms. Reports to governance officer.	Investigating officer In Charge	High	Three months, or as long as investigation ongoing	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records	Yes - visual evidence of person/s, VRM's and incidents	Public Task	Electronic	Governance officer	2 Files	Operations Manager Community Safety	Accessed by; Investigating officers. Shared with; investigation team
Fixed Penalty Notice's (FPN's) Issued for environmental offences and breaches of legislation using the ASB Crime & Policing Act 2014.	FPN's Issued	Enforcement Officers	Input on to Flare (Civica) which is an electronic management system used organisationally, primarily by Environmental Health	Community Safety Assistant	Medium	7 Years	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records and shredding	Yes - names, addresses and date of birth	Public Task	Electronic	Flare	150+ Tickets	Legal Team & Community Safety Operations Manager	Partners, enforcement officers and legal team

Direction To Leave Notices (DTLN) Issued for ASB offences and breaches of legislation using the ASB Crime & Policing Act 2014	DTLN's Issued	Enforcement Officers	Input on to E-CINS ASB Case Management System (Cloud)	Enforcement Officer who issues the DTLN	Medium	7 Years	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records and shredding	Yes - names, addresses and date of birth	Public Task	Electronic	E-CINS - ASB Case Management System (Cloud)	200+ Notices	Operations Manager Community Safety	Partners, enforcement officers and legal team
Abandoned Vehicles	Reported and investigated vehicles, within the district of Mansfield	Individuals/Complainants - members of the public, council officers, council staff	Input on to E-CINS ASB Case Management System (Cloud) and spreadsheet on Community Safety T drive. Also DVLA WEE system by named authorised staff	Community Safety Assistant	Medium	7 years. For E-CINS there is no automated deletion period. Records can be deleted at the data owner request, either individually, or in bulk by Empowering Communities.	Statutory requirement	Delete electronic records and shredding	Yes	Public Task	Electronic and Paper Copies	E-CINS, T-Drive Community Safety and DVLA WEE System	800+ Forms/Records	Community Safety Operations Manager & DVLA	Accessed by; Enforcement officers, Community Safety Team. Shared by; Community Safety Assistant to Podders (Vehicle removal company)
Complex Case Panel.	Monthly meeting held to discuss vulnerable person/s and those requiring multi-agency involvement	CCP Members	Input on to E-CINS ASB Case Management System (Cloud) and paper	Panel Members	High	For E-CINS there is no automated deletion period. Records can be deleted at the data owner request, either individually, or in bulk by Empowering Communities. For non-E-CINS it is 7 years	Safeguarding. Problematic individuals who require multi-agency support	Delete electronic records and shredding of paper copies immediately after each meeting	Yes - names, addresses, dob, telephone numbers, medical condition, social services records, police records (PNC)	Vital Interests	Electronic and Paper Copies	E-CINS - ASB Case Management System (Cloud)	280 Files	CCP Chair	Accessed by; CCP Panel & Referred Agencies. Shared by; CCP Chair & CCP Administrator
Staff personal records such as PDR forms, 1:1 forms, sickness reports, etc.	Paper and electronic	Individuals	Electronic and paper.	Human Resources and Payroll	Low	PDR and 1:1 as long as the person is still employed. Sickness whilst active within the attendance management policy	Records are kept as part of the efficient management of staff. To assist in identifying any training, disciplinary, or capability issues	Delete paper and electronic records.	Yes -names	Consent	Electronic and Paper Copies	On individual managers hard drives. Paper records are kept in locked filing cabinets	100+ files	Operations Manager Community Safety	Accessed by; Ops Manager, HR and payroll. Shared by; Neighbourhood Warden Team Leaders, Ops Manager

Crematorium

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Cremation	Cremation forms	applicants medical personnel Registrars HM Coroners Funeral Directors	entered onto database (BACAS)	Internally crematorium	High	15 years	Statutory requirement required under the cremation act	Confidential Waste disposal for the original paper record	names, addresses qualifications occupations medical details / details of care received	legal Obligation	Paper	secured cabinets in secured room	42000 + applications	Registrar	Crematorium Medical Referees
	Cremation Register	applicants Registrars medical personnel HM Coroners Funeral Directors	Held on database and in paper format	Internally crematorium	High	Indefinitely	Statutory Requirement	Not applicable	names, addresses occupations	Legal Obligation	Paper Electronic	Fireproof room Restricted access Electronically Restricted access	80 registers	Registrar	Crematorium
	Memorials	applicants	entered onto database (BACAS) and in paper format	Internally Crematorium	High	Indefinitely	Service delivery at public request	shredding	names, addresses telephone nos. e-mail address	Service delivery at public request-contract	paper	Electronically Restricted access Lockable cabinet Restricted access	5000+	Registrar	Crematorium
	Purchase orders	internal medical personnel organists	electronically and in paper format	suppliers	low	indefinitely	Statutory	paper record shredding	names, addresses telephone nos. e-mails	Contract	Paper Electronic	Electronically Restricted access Paper Restricted access	250+ per year	Registrar	Crematorium Supplier Finance
	Invoices & Receipts	applicant funeral directors	electronically and in paper format	applicants funeral directors	high	indefinitely	Statutory	paper record confidential waste disposal	names, addresses e-mails	Contract	Paper Electronic	Electronically Restricted access Paper Restricted access	1200 +	Registrar	Crematorium applicants funeral directors Finance
Burial	Interment forms	applicants Coroners Registrars Funeral Directors	entered onto database (BACAS)	Internally crematorium	High	indefinitely	service delivery at public request required to collect	confidential waste disposal information to	names, addresses telephone nos. e-mail address	legal obligation	paper	secured cabinets in secured room	250 + per year	Registrar	Crematorium Cemeteries
	Transfer documents	applicants solicitors commissioners of oaths	paper format entered onto data base	Internally Crematorium Cemetery applicants	low	Indefinitely	Statutory	Not applicable	names, addresses qualifications	legal obligation	paper	Fireproof room	less than 100	Registrar	Crematorium Cemeteries
	Grave deeds	applicants	paper format entered onto data base	Internally Crematorium Cemetery applicants	High	Indefinitely	Statutory	Not applicable	names, addresses	Legal Obligation	Paper Electronic	Fireproof room	10,000 + deeds	Registrar	Crematorium Cemeteries
	Invoices & Receipts	applicant funeral directors monumental mason	electronically and in paper format	applicants funeral directors monumental masons	high	Indefinitely	Statutory	paper record - confidential waste disposal	names, addresses e-mails telephone nos.	Contract	Paper Electronic	Electronically Restricted access Paper Restricted access	500 + per year	Registrar	Crematorium Cemeteries Funeral directors Monumental masons Finance
	Purchase Orders	Internal suppliers public	electronically and in paper format	suppliers	low	indefinitely	Statutory	paper record shredding	names, addresses telephone nos. e-mails	Contract	Paper Electronic	Electronically - restricted access Paper - restricted access	less than 100	Registrar	Crematorium Cemeteries Finance
	Registers	applicants funeral directors monumental masons Registrars	Held on a database and in paper form	Internally Crematorium Cemeteries	Hgh	Indefinitely	Statutory Requirement Burial Acts and LACO 1977	Not applicable	names addresses occupations	Legal Obligation	Paper Electronic	Fireproof room - restricted access Computer database - restricted access	60 Registers	Registrar	Crematorium Cemeteries
	Memorials	applicants funeral directors monumental masons Registrars	Held on a database and in paper form	Internally Crematorium Cemeteries	High	Indefinitely	service delivery at public	paper record shredding	names addresses e-mails telephone nos.	service delivery at public request-contract	Paper Electronic	Fireproof room - restricted access Computer database - restricted access	10,000 +	Registrar	Crematorium Cemeteries
Public Health	Case files	police	Held in	funeral directors	High	Indefinitely	Statutory	Paper record	names	Legal		Lockable cabinet	150 +	Registrar	Crematorium admin

Funerals		medical pers social workers public family HM Coroners	paper format	officiants Crematorium Cemeteries			Requirement Public Health (Co	shredding and confidential waste disposa	addresses bank details medical details telephone nos. occupations	Obligation	Paper	restricted access			
Personnel details	Personnel rec	data subject	paper format	No one	low	duration of officers time in post	held in case of ne to contact officer	Paper record s	Name telephone nos.	Contract	Paper	Office	20 +	Registrar	Crematorium admin
Staff matters PDR's etc sickness	Paper Electronic	Manager staff medical personnel	paper electronic	HR	High	time in post	Performance management	shredding delete	names	Contract	Paper	Lockable cabinet	20	Registrar Supervisor	Registrar Supervisor staff (own copy)

Customer Services

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Contact Centre	Customer Records/CRM	Individuals	Input into CRM	service areas	Low	Currently indefinite	Provide assistance to the public	N/A	YES (name, address, email, tel nos)	public task	Electronic	local server (Civic 50)	Over 93,000 correspondents re	Customer Services Manager	Appropriate service area/departmental staff
Complaints	Comments and Complaints above	Also inc as part of CRM above	Input into CRM	service areas	Low	Currently indefinite	Provide assistance	N/A	Yes (contact details)	public task	Electronic	local server (Civic 50)	50 per month	Customer Services Manager	Appropriate service area/departmental staff
	Finished Complaints - paperwork	individuals and service areas		N/A	Low	3 years	Provide assistance	confidential waste	Yes	public task	Hardcopy paperwork inc copies of documentation relevant to complaint	Locked in contact centre cabinet		Customer Services Manager	Appropriate service area/departmental staff
	Ombudsman Records	Secretariat	input into CRM	Director and those inv	Low	3 years	Provide assistance	Confidential waste	Yes - contact details	public task	Electronic and Hard copy records	local server (Civic 50)	Less than 50 per year	Secretariat	Customer services Manager and Directors
Contact Centre	Staff home contact details	Staff	Spreadsheet/ Word docs on line managers' drives	Nobody	Low - less than 20 staff records	Until have left authority	Business continuity	Record deletion	Yes - contact details	consent	electronic	Line managers' drives (H:)	Less than 20 records	Customer Services Manager	Customer Services Manager
Post Room	Postal correspondence	All service areas	Manually or electronically enveloped, sealed and franked for sending	Royal Mail	Medium (potential for 2 letters in one envelope by machine)	Most post released dailing maxium period would 72 hours over a weekend	Business process	N/A	Yes (Names and addresses)	Public Task	Hard copy	Manually in post room until collection by Royal Mail	Under 500 per day	Customer Services Manager	Royal Mail
	Faxes	Any individual or organisation	Pass to relevant service area	service areas	Low	Most faxes collecte	Business process	N/A	Yes (Names and addresses)	Public Task	Electronic	Manually in post room	Less than 10 per week	Customer Services Manager	Appropriate service area/departmental staff
Customer Services - Face to Face	Customer Record	Individuals	Input iinto Qnomy	Nobody	Low	Indefinite	Provide assistance to the public		Yes, name and address only	Public Task	Electronic	Local Server (civic99)	Up to 400 per week	Customer Services Manager	Appropriate service area

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
	Election Results	Returning Officer (RO)	By Declaration Elections Office via submitted applications from Candidates and Agents onto EMS	Various Published Electoral Commission etc.	Low	N/A - Check RRDP	Statutory Requirement	n/a	Candidates names	Public Task	Paper Copy/Web/ E Mail	Website - in Public Domain	N/A	Returning Officer	Public Domain
	Nomination Papers	Candidates and Agents		Electoral Management Software	Low/High	1 Year	Statutory Requirement	Confidential Waste	Candidates and Agents names and addresses, Subscribers, Elector No's	Public Task	EMS and submitted paper copy	Civic Centre Elections Office/Basement secure fireproof cabinet	Low	Returning Officer	Up to day before polling day can be inspected/ after not available.
	Ballot Papers	Printers/Candidates and Agents	External Printers	External Printers	High/High	1 Year	Statutory Requirement	Confidential Waste	Candidates names and addresses	Public Task/Contract	Booklets	Basement lockable room after election, lockable room and ballot boxes before election	Up to 60K individual papers	Returning Officer	External printers under contract/Information Sharing agreement. Only then by court order after an election.
	Marked Copies of Registers	RO	Paper/Scanned into EMS/Avant Guard	Electoral Commission, elected rep, political party, candidate, police, gov dept, other persons.	High/High	1 Year	Statutory Requirement	Confidential Waste	Names and addresses/Elector numbers	Public Task	Paper/scanned or electronic	Basement secure fireproof cabinet	Low	Returning Officer	Electoral Commission, elected representatives, local constituency parties, registered political parties, candidates, police forces and other security agencies, government departments and other bodies.
	Candidate Election Expenses Forms	Candidates and Agents	N/A	Inspection, photocopy from anyone for a fee of 20p per side	High/High	2 years	Statutory Requirement	Confidential Waste	Candidates name, signature, redact individual donors	Public Task	Paper	Basement secure fireproof cabinet	Low	Returning Officer	Any person, with individual donors addresses redacted.
	Corresponding Number Lists etc.	From the Elections software	Sent to the Presiding Officer	Only looked at by High Court if there is an Election petition	Medium	1 year	Statutory Requirement	Confidential Waste	Elector Numbers	Public Task	Paper	Basement lockable room	Low	Returning Officer	Only accessed by High/County/Election Court if they produce a Court Order.
	Absent Vote Election Paperwork (including security statements)	Postal Voters/Individuals	RO and scanned	N/A	High/High	1 year	Statutory Requirement	Confidential Waste	Names, addresses, signatures, DOB's	Public Task/Contract	paper	Basement lockable room, Avantguard EMS system.	high	Electoral Registration Officer	N/A
	Previous Register of Electors	General Public	Data in paper and electronic	Authorised recipients eg. British Library	High/High	15yrs statutory currently	Statutory Requirement	N/A	Names, addresses, DOB's of 16/17 yr olds	Public Task	Paper Copy	Civic Centre Elections Office/Basement		Electoral Registration Officer	Not available for inspection, only the current register can be inspected.
	Current Register of Electors (including updates)	General Public	Paper/Scanned into EMS/Avant Guard	Authorised recipients eg. British Library	High/High	In force for 1 year.	Statutory Requirement	N/A	Names, addresses, DOB's of 16/17 yr olds	Public Task	Paper Copy, Electronic Copy on EMS	Civic Centre Elections Office/Library/Civic Centre Reception inspected under supervision	low	Electoral Registration Officer	Authorised recipients (Electoral Commission, Credit Reference Agencies, Registered Political Parties, British Library, Statistics Authority, Elected representatives, candidates and agents and other permitted participants who can use it for electoral purposes). Election Management software system, Available for public inspection under supervision
	Current Annual Registration Household enquiry forms	General Public, Canvassers and External printers	paper/Scanned into EMS	Electoral Management Software	High/High	Paper destroyed / 7 yrs on EMS	Statutory Requirement	Paper Copies destroyed as soon as scanned in/ Confidential Waste	Names, addresses, E Mail/Tel, DOB's, signatures	Public Task/Contract	Electronic Copy on EMS	Civic Centre Elections Office	High	ERO	External printers under contract/Information Sharing agreement, S.29 Data Protection requests (prevention and detection of crime).
	Current Annual Registration Invitation to register	General Public and Canvassers/DWP	paper/scanned into EMS	To DWP for verification	High/High	Paper destroyed / 7 yrs on EMS	Statutory Requirement	Paper Copies destroyed as soon as scanned in/ Confidential Waste	Names, addresses, NI No's, E Mail/Tel, DOB's, signatures	Public Task	Electronic Copy on EMS	Civic Centre Elections Office	High	ERO	Cabinet Office via IER digital Service, DWP. External printers under contract/information sharing agreement, S.29 Data Protection requests (prevention and detection of crime). External printers under contract/information sharing agreement, S.29 Data Protection requests (prevention and detection of crime).
	Absent Voter Applications	General Public	Elections Office via submitted applications from public via post/E Mail/EMS	External Printers	High/High	5yrs	Statutory Requirement	5yrs/Confidential Waste	Names, addresses, signatures, DOB's	Public Task	Paper Copy, Electronic Copy on EMS	Civic Centre Elections Office/Basement	Approx 16K	ERO	External printers under contract/Information Sharing agreement
	Information on Party Nominating Officers	Political Parties	Paper copy held in file to verify details	N/A	Low	Until updated	Statutory Requirement	Confidential Waste	Names, signatures, work information email, telephone numbers	Public Task	Paper Copy	Civic centre elections office	Low	Returning Officer	Returning Officer and electoral services staff.
	Right to Work Documentary Evidence Casual Election /Canvass Staff	Staff	Kept on file (paper copy)	N/A	High	During employment plus 2 years after.	Statutory Requirement	Confidential Waste	Passport copies	Public Task	Paper Copy	Civic Centre Basement	Low	Returning Officer	Returning Officer and electoral services staff.

Staff personal records such as PDR forms, sickness reports, etc.	Individuals	Electronic and paper.	Human Resources and Payroll	Low	PDR - As long as the person is still employed or in office. Sickness whilst active within policy	Records are kept as part of the efficient management of staff and Members	Delete paper and electronic records.	Yes	Necessary to adhere to Corporate requirements to record and monitor records.	Paper and electronic.	On individual staff members and managers' hard drives. Paper records are secured in locked filing cabinets.	Low	Electoral Services Manager	Human Resources and Payroll
Contact details and bank account details of Electoral casual staff (canvassers and election staff)	Individuals	Electronic and paper.	Payroll	High	As long as the person is still on our staff database.	Contact details kept for recruitment at elections and canvasses, bank details for remuneration.	Delete electronic records when staff inform us that they no longer wish to be on our database.	Yes	Public task	Paper and electronic	On electoral services software and payroll system and in paper files.	Approximately 500	ERO/RO	Payroll department, electoral services staff, election management software system.
Anonymous registration applications	Individuals	Electronic and paper.	N/A	High	12 months	Statutory Requirement	Paper application forms and court documents which may be used in support are destroyed after 3 years.	Yes	Public task	Paper and electronic	On electoral services software system and in locked cabinet.	High	ERO/RO	Electoral Services staff, authorised approvers of applications (e.g. police, heads of refuges etc)
Contracts (printers and software company)	Companies	Paper and electronic	Legal	Low	4 years for print contract, indefinitely for software company.	To meet procurement regulations.	Confidential waste and deletion from J drive after expiry of contract.	Yes (Company details)	Procurement regulations	Paper and electronic	Strongroom and J drive.	2	ERO/RO	RO/ERO/Director of Governance/Electoral Services staff, legal officers.
Polling station booking forms	Polling station owners.	Paper and electronic	N/A	Low	As long as the polling station is a designated station.	Statutory Requirement	Confidential waste and deletion from Election management system	Yes (names, addresses and contact details)	Public task	Paper and electronic	Locked in basement after election and on election management system.	55	RO	Electoral Services staff, housing repairs team who deliver equipment.
birth certificates, passport details, driving licence, bank statements, utility bills, marriage certificates etc	Individuals	Paper and electronic	N/A	High	Destroyed immediately once the application to register to vote has been processed.	Statutory Requirement	Confidential waste	Yes	Public task	Paper and electronic	Stored securely in electoral services office	Approx 5 per week	ERO/RO	Electoral Services staff.
Polling Place Review consultation responses	Individuals and organisations	Paper and electronic, published in final report.	Council and Polling place review sub committee	Low	Public document	Statutory Requirement	N/A	Contact details	Public task	Paper and electronic	Stored securely in electoral services office in paper files and electronically on shared electoral services drive, public document when final report published.	Low	RO	Public domain
Accident and incident reports containing personal data (names, addresses, dates of birth and description of person involved in the incident/accident)	Individuals	Paper and electronic	SHE system	Low	Depends on review period	Corporate requirement	Record deleted from system	Yes	Corporate requirement	Electronic	Corporate "SHE" system	Low	CEO?	Other users of SHE system, ERO, RO, Electoral Services staff.
COMMITTEE ADMINISTRATION														
Signed Minutes	Individuals	Saved as a hard copy and published online	Website	Low	Indefinitely /RRDP	Statutory Requirement	Shredding and deletion off electronic records	Yes	Public Task	Paper and electronic (unsigned)	Locked cabinet in office and x-drive	MP to check CMAD for number	Democratic Services Manager	Democratic staff and website
Audio Recordings of Committee Meetings	Individuals/Committee members/Officers	Saved on Democratic Shared Drive	Council on website	Low	Indefinitely /RRDP	Statutory Requirement	Delete electronically	Yes	Public Task	Electronic	Democratic Shared drive	MP to confirm	Democratic Services Manager	Democratic staff and website
Clerks Notes from Meeting	Democratic Service Officer	Saved as a hard copy and filed	N/A	Low	Indefinitely /RRDP	Contain additional information to the minutes	Shredding	Yes	Public Task	Paper	Democratic Services locked drawers and cabinets		Democratic Services Manager	Democratic team
Agendas	Democratic Service Officer	Saved as a hard copy and filed	N/A	Low	Indefinitely /RRDP	Statutory Requirement	Shredding	Yes	Public Task	Paper	Council basement and Democratic Services cabinet	Large	Democratic Services Manager	Democratic Services Team
Register of Interests (Parish)	Clerk to Warsop Parish Council	Saved as a hard copy	N/A	Low	Duration of Office	Statutory Requirement	Shredding	Yes	Public Task	Paper	Democratic Services file in cabinet	12 forms	Democratic Services Manager	Democratic Services Team
Register of Interests (District)	Elected members	Saved as hard and electronic copy	Website	Low	Duration of Office	Statutory Requirement	and deletion of electronic records	yes	Public Task	Paper	Democratic Services file in Cabinet and shared drive	37 forms	Democratic Services Manager	Democratic Services Team
Acceptance of Office	Elected members	Hard copy	N/A	Low	Indefinitely /RRDP	Statutory Requirement	Shredding	No	Public Task	Paper	Democratic Services cabinet	37 pages in the Acceptance book for each Administration	Democratic Services Manager	Democratic Services Team

Gifts & Hospitality Register	Elected members	Hard copy	N/A	Low	Indefinitely /RRDP	Statutory Requirement	Shredding	No	Public Task	Paper	Demcratic Services file in cabinet	One booklet	Democratic Services Manager	Demcoratic Serices Team
Member Notifications to the Information Commissioners Office	Members		ICO	Low	12 months	Statutory Requirement	Delete electronically	yes	Public Task	Electronic		Mp to confirm	Democratic Services Manager	
Business Continuity Paperwork						Best Practice to ensure the continuity of service			Public Task				Democratic Services Manager	

Retention of staff and Member personal records such as PDR forms, sickness reports, etc.	Paper and electronic	Members of staff within the team.	Electronic and paper.	Human Resources and Payroll	Low	PDR - As long as the person is still employed or in office. Sickness whilst active within policy	Records are kept as part of the efficient management of staff and Members	Delete paper and electronic records.	Yes	Processing is necessary to maintain comprehensive staff records to ensure that both employees and management are properly represented.	Paper and electronic.	On individual managers' hard drives. Paper records are secured in locked filing cabinets.	15 files	Democratic Services Manager	Human Resources and Payroll
--	----------------------	-----------------------------------	-----------------------	-----------------------------	-----	--	---	--------------------------------------	-----	--	-----------------------	---	----------	-----------------------------	-----------------------------

Environmental Health Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Food Safety and Hygiene	Food premises files (database and paper), registration forms, inspection details, inspection forms, officer note books, investigations and associated documents, notices.	Individuals, businesses, other Local Authorities and partner organisations	Held in database, paper files and linked documents on J drive.	FSA as part of LAEMS return. Food Hygiene Rating Scheme published via FSA and link through website. Other Local Authorities, partner agencies. Food business registration forms are a public register. Nottinghamshire County Council and Everyone Health in relation to HOT merit award businesses	Low	6 years - unless Notice Served or Prosecution of Food Establishment	Statutory service	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task		Electronically and paper	2000	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal. The food premises registration document is a public register.
	Infectious disease records	Individuals, Public Health England, other local authorities	Held in database, paper files and linked documents on J drive.	Public Health England, other Local Authorities	High	6 years - Unless Notice Served or Prosecution of Food Establishment / or Serious Large Scale Outbreak	Statutory service	Delete Electronic Records and Shredding Paper Copies	Names, addresses, date of birth, email addresses, telephone numbers	Public Task		Electronically and paper	1200	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.
	Food sampling records	Businesses	Held in database, paper files and linked documents on J drive.	Public Health England	Low	6 years except any sample of drinking water (mains or private supply - this record must be held for 30 years)	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	1800	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, Public Health England.
	Accident investigations	Individuals, businesses	Held in database, paper files and linked documents on J drive, officer notebooks	HSE, Solicitors, Primary Authority	Medium	In accordance with Retention Policy - however any cases of Occupational Ill-Health retention 40 years / Asbestos Indefinitely / Any record relating to Prosecution or Notice Indefinitely	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	650	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.
Occupational Health and Safety	Commercial premises record	Individuals, businesses	Held in database, paper files and linked documents on J drive	HSE, Primary Authority	Low	Any record relating to Health Surveillance 40 years / Legionella 5 years / Asbestos Indefinitely / Any record relating to Prosecution or Notice Indefinitely	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	2000	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, HSE, Primary Authority
Part B premises	Part B premises records	Businesses	Held in database, paper files and linked documents on J drive	Addresses of premises form part of public register	Low	Indefinitely	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	100	Environmental Health Manager and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, the information is a public register, DEFRA.
Air Quality	Premises files - database and paper files	Individuals, Businesses	Held in database, paper files and linked documents on J drive	DEFRA	Low	7 years, smoke control ares until repealed.	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	1000	Environmental Health Manager and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, DEFRA.
Contaminated Land	Premises files - database and paper files, lists on J drive	Businesses	Held in database, paper files and linked documents on J drive	Solicitors, developers, planning dept.	Medium	Held indefinitely	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	2000	Environmental Health Manager and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, DEFRA, Planning dept, developers, Solicitors.
Private Water Supplies	Requests for service, correspondence, investigation notes and associated documents, payment receipts - database records, paper files, associated linked documents on J drive	Individuals, businesses, referrals from internal departments, external agencies	Held in database, paper files and linked documents on J drive	Other departments or partner agencies in cases of referrals, Drinking Water inspectorate	Low	30 Years	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	0	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Legal, Drinking Water Inspectorate.
Service requests for all aspects of Environmental Health e.g. noise, nuisance, public health, refuse accumulations, food complaints, pest control, dog control etc.	Requests for service, complainants details, alleged offender details, correspondence, investigation notes and associated documents - database records, paper files, associated linked documents on J drive	Individuals, businesses, referrals from internal departments	Held in database, paper files and linked documents on J drive	Nowhere	Medium	Majority 7 years , asbestos indefinitely	Provision of service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	50000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.
Pest Control	Business contract details, bank details, paper file and J drive	Businesses	Held in database, paper files and linked documents on J drive	Nowhere	Medium	7 years	Provision of service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task		Electronically and paper	10000	Environmental Health Manager and Food and H&S Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.

Dog Control	Microchipping requests - paper forms, database, spreadsheet on J drive.	Individuals	Held in database, paper files and linked documents on J drive	Petlog database	Low	7 years unless legal notice served or prosecution. Then held indefinitely.	Provision of service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	600	Environmental Health Manager and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, Dog Control Officer, Microchipping database, Vets, Police, Kennels.
	Stray dog records, complainant and owner details - database, paper folder dog release forms, associated documents on J drive	Individuals	Held in database, paper files and linked documents on J drive	Holding kennels/veterinary practice, rescue centre kennels	Low	7 years unless legal notice served or prosecution. Then held indefinitely.	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	6000	Environmental Health Manager and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, Dog Control Officer, Microchipping database, Vets, Police, Kennels.
Health and Safety (Shared Service)	Individual entries on the Employee Protection Register	Internal departments enter details based on individual events	Held in database	Internal departments - individual users signed up to EPR	High	Held initially for 6 months. Further retention based on an assessment of ongoing risk by Service Manager	Statutory service	Delete Electronic Records	Yes	Public Task	Electronically and paper			
	Accident and incident investigations on SHE system	Internal departments enter details based on individual events	Held in database	Internal departments	Medium	In accordance with Retention Policy - Any record relating to Health Surveillance of Employee 40 years / any record relating to an employee's exposure to Asbestos indefinitely	Statutory service	Delete Electronic Records	Yes	Public Task	Electronically and paper			
Investigation/Evidence records	Officer notebooks, PACE interview records - tapes, CDs, other retained evidence, physical exhibits, photographs	Individuals and businesses based on investigations	Content scanned and held on database	Legal as part of evidence for legal proceedings	High	7 years unless legal notice served or prosecution. Then held indefinitely.	Statutory service	Delete Electronic Records and Shredding Paper Copies, physical disposal	Yes	Public Task	Electronically and paper	10000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.
	Database, paper records, linked documents on J drive	Individuals and businesses based on investigations	Content scanned and held on database	Legal as part of evidence for legal proceedings	High	7 years unless legal notice served or prosecution. Then held indefinitely.	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	10000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal.
Enforcement Notices	Database, paper records, linked documents on J drive	Individuals and businesses based on investigations	Held in database	Legal as part of evidence for legal proceedings	High	Indefinitely	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	1000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, person responsible, solicitors, employees.
Employee HR records	Sickness records, disciplinary, performance records (paper and electronic on manager's H drives)	Individuals (staff records)	Paper files, electronic copy.	HR	High	7 years	HR/Staffing	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	1000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Team Leaders. Manager and HR
	Personal info in emails on outlook - case discussions with other departments, external agencies	Individuals, businesses, personal info in case records	Electronic copy, paper copies	HR	High	7 years	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	1000	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Team Leaders. Manager and HR
Emails	electronic corespondance	Various internal and external sources	Electronic copy.	Various internal and external sources	High	7 years unless legal notice served or prosecution. Then held indefinitely.	Provision of service	Delete Electronic Records	Yes	Public Task	Electronically	approx 700 per day	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	All Officers
Planning and Licensing Consultations	Database, paper records, linked documents on J drive, photographs.	Business and Individuals, other departments.	Electronic copy, paper copies	Internal departments	Medium	7 years	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	2500	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, other internal depts.
Licensing Inspections	Database, paper records, linked documents on J drive, photographs.	Business and Individuals, other departments.	Electronic copy, paper copies	Internal departments	Medium	7 years unless legal notice served or prosecution. Then held indefinitely.	Statutory service	Delete Electronic Records and Shredding Paper Copies	Yes	Public Task	Electronically and paper	1200	Environmental Health Manager and Food and H&S Team Leader, and Environment and Public Protection Team Leader	Accessed by Case Officers, Tech Support Officers, Legal, other internal depts.
Event Management	Electronic documentation on J drive	Businesses, individuals, other internal departments, external partners	Electronic	Partner agencies, internal departments	Medium	7 years	Provision of service	Delete electronic	Yes	Public Task	Electronically	100	Emergency Planning Officer, Environmental Health Manager	
Emergency incidents	Electronic documentation on J drive, paper files	Businesses, individuals, other internal departments, external partners	Electronic and paper	Partner agencies, internal departments	High	Indefinitely	Statutory service	Not applicable - in	Yes - inc sens	Public Task	Electronically and paper	2 incident files	Emergency Planning Officer, Environmental Health Manager	

Private Sector Housing

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Private Sector Housing Enforcement	Service request records and complaints (crm/formal)	public, councillors, social services, professionals	Input to Civica APP	n/a - retained internally	Low	7 years	Delivering and investigating statutory responses	Civica - used Civica for 5 years, bulk deletion	yes	Public Task	electronic	civica - permission levels for different staff members, password protected, saved to j drive.	Approx 2500	Private Sector Housing Manager	PSH team
	HMO licence records	HMO Landlords via an application - hard copy	Input to Civica APP, licence details entered onto public register	n/a - retained internally	low - legislation defines what info inc on public register	7 years	Delivering and investigating statutory responses	Civica - used Civica for 5 years, bulk deletion. Paper files disposed of in confidential waste	yes	Public Task	electronic and paper records	civica - permission levels for different staff members, password protected, saved to j drive. HMO files - locked filing cabinet	50 paper files	Private Sector Housing Manager	PSH team
Disabled Facilities Grants and other forms of grant/loan assistance	DFG/other grant files	DFG - received from OT. Other forms of assistance info received from the applicant themselves.	Input to Civica APP and budgetary excel spreadsheet, hard copy files	OT - DFG'S (OT has provided the data to us in the first instance), data sent to contractor (name and address after approval), internally - land charges, input on to QL	Low	10 years	dDelivering a discretionary form of financial assistance. DFG - delivering mandatory function.	Civica - used Civica for 5 years, bulk deletion. Paper files disposed of in confidential waste	yes	Public Task	electronic and paper records	civica - permission levels for different staff members, password protected, saved to j drive. Grants files in basement and staff lockable pedestals. Lockable cupboards in office	1500 paper files	Private Sector Housing Manager	PSH team

Licensing

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Premises Licence & Club Registration applications and determinations		Individuals, Businesses and Agents	TIME SENSITIVE Applications checked , Input into Uniform Database, sent to Responsible authorities & advertising checked. If representations received this triggers a hearing procedure.If not determined by decision maker reports written and run by legal then hearing arranged with Democratic Services all relevant people informed and given opportunity to present evidence.Hearing takes place decision given and sent to all parties. 21 Days then given to appeal to magistrates court.Updated annually when	External Statutory and Internal Consultees, neighbours and interested parties. Solicitors/ Individuals.	High	life of the licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	223 + 244	Licensing Team leader	Licensing Department
Premises Licence Variations		Individuals, Businesses and Agents	TIME SENSITIVE Applications checked , Input into Uniform Database, sent to Responsible authorities & advertising checked. If representations received this triggers a hearing. If not determined by decision maker reports written and run by legal. Hearing then arranged with Democratic Services all relevant people informed and given opportunity to present evidence.Hearing takes place decision given and sent to all parties. 21 Days then given to Appeal to magistrates court.	External Statutory and Internal Consultees, neighbours and interested parties. Solicitors/ Individuals.	High	Life of licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	187 + 4	Licensing Team leader	Licensing Department
Temporary Event notices		Individuals, Businesses and Agents	TIME SENSITIVE Applications checked , Input into Uniform Database, sent to Police & Environmental Health who have 72 hours to respond.If representations received this triggers a hearing procedure.Reports written and run by legal appeal arranged with Democratic Services (Late TEN has no right of Appeal) If appeal lost TEN cannot go ahead and a Notice of this must be sent to the Applicant , Police & Environmental Health.	Police & Environmental Health	High	7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing cabinet and basement.	1153	Licensing Team leader	Licensing Department
Personal licence Application / Change of details		Individuals, Businesses and Agents	Applications checked , supporting paperwork assessed and scanned on to J drive Input into Uniform Database and sent to Police, Licence Badge produced and Paper Licence issued. If change of details as above from scanned to J drive	Police	High	Life time of licence plus 7 years DBS unt	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive	1354 +281	Licensing Team leader	Licensing Department
Gambling Act 2005 Premises Applications including Bingo , Betting Shops ,on and off course Betting , Adult Gaming Centres & Small lotteries		Individuals, Businesses and Agents	TIME SENSITIVE Applications checked , Input into Uniform Database, sent to Responsible authorities including the Gambling Commision & advertising checked. If representations received this triggers a hearing.Reportsare written and run by legal & hearing is arranged with Democratic Services all relevant people informed and given opportunity to present evidence.Hearing takes place decision given and sent to all parties. 21 Days then given to appeal to magistrates	External Statutory and Internal Consultees, neighbours and interested parties. Solicitors/ Individuals.	High	life time of licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	30	Licensing Team leader	Licensing Department
Gaming machine Permits and Notifications Alcohol licensed premises and Club premises		Individuals, Businesses and Agents	Applications checked , supporting paperwork assessed and scanned on to J drive Input into Uniform Database and sent to Gambling Commission, Notification / permit produced & issued. Checked Annually when fee paid or Notification duedatabase updated accordingly	Gambling Commission	High	life time of permit plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	Uniform Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive	31 / 176	Licensing Team leader	Licensing Department
Taxi licence Drivers applications and determinations		Individuals	Knowledge Test booked & Input into Uniform Database, when passed update database and Issue all documentation.Arrange Safeguarding course ,check , countersign & send DBS , check DVLA & log along with Medical when recieved. When all compete and returned assess DBS upload to encrypted file.If all acceptable Make Badge scan onto system and Issue licence.If not acceptable pass to decision maker who can decide not to accept. If not acceptable this triggers Hearing procedure the reportsare written and run by legal & Hearing is arranged with Democratic Services all relevant people informed and given opportunity to present evidence.Hearing takes place decision given and sent to all parties. 21 Days then given to appeal to magistrates court.Records are Updated annually when processing fese. Drivers have interim checks when DVLA, DBS and Medical may need to be repeated , assessed and database updated with new information.	Disclosure & Barring service , Medical provider , DVLA	High	Life time of licence plus 7 years DBS unt	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	1413	Licensing Team leader	Licensing Department
Licensing functions Vehicle Applications New & Renewal			Applications checked for compliance ,copies made of Compliance Certifacte & Mechanical test ,V5 (Or bill of sale if New) HPI Check (New only) Mot if required and Valid insurance.Scan all onto J drive & Input into Uniform Database.When all acceptable Produce plate and Issue Paper Licence. If not acceptable this triggers Hearing procedure the reports are written and run by legal & Hearing is arranged with Democratic Services all relevant people informed and given opportunity to present evidence.Hearing takes place decision given and sent to all parties. 21 Days then given to appeal to magistrates court.Records are Updated annually when processing fese. Vehicles over 5 years old have 6 monthly checks which are updated to the Database.	Operator		Life time of licence	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers		Electronic & Paper Documents		425/753		Licensing Department

Operators Application Renewal	Individuals, Businesses	Application received including 2 References which need to be requested by us , a Basic Disclosure for the Applicant must be provided they must also complete a safeguarding course which we must arrange. We need copies of Immigration , Disclosure , References and Public Liability Insurance all of which must be scanned onto the J Drive and then Input into the Uniform Database. When all acceptable Issue licence If not acceptable this triggers Hearing procedure the reports are written and run by legal & Hearing is arranged with Democratic Services all relevant people informed and given opportunity to present evidence. Hearing takes place decision given and sent to all parties. 21 Days then given to appeal to magistrates court. Records are Updated annually when processing fese. Renewals are completed every 1 , 3 or 5 years.		High	Life time of licence plus 7 years DBS unt	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	Uniform Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.		Licensing Team leader	Licensing Department
Massage & Special treatment New & Renewals	Individuals, Businesses	Application received including 2 References which need to be requested by us. Copies of all Qualifications and section 2 forms filled for each person performing hands on treatment. These are scanned on to the J Drive Applications checked & Input into Uniform Database, an email is sent to police Vice to be checked this is then sent to Environmental health for Inspection. When complete all is returned to us and input on Database , Licence Issued & fee reminder actions	Environemtal health & Police		life time of the licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	78	Licensing Team leader	Licensing Department
Cosmetic Piercing Registration Premises & Person (One off no annual fee)	Individuals, Businesses	Application received including 2 References which need to be requested by us. These are scanned on to the J Drive Applications are checked & Input into Uniform Database, an email is sent to police Vice to be checked this is then sent to Environmental health for Inspection. When complete all is returned to us and input on Database , Licence Issued & fee reminder actions	Environemtal health & Police	Low	life time of licence plus 7 years			Names, addresses, email addresses, telephone numbers		Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	58 / 158	Licensing Team leader	Licensing Department & EHO
Dangerous Wild Animals	Individuals, Businesses	Application received this needs to be scanned on to the J Drive Applications are checked & Input into Uniform Database, this is then sent to Environmental health for Inspection. When complete all is returned to us and input on Database , Licence Issued & fee reminder actions	Environmental Health & RSPCA	Low	Life time of licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	2		Licensing Department & EHO
Animal Boarding , Home Boarding , Dog breeding & Pet Shops	Individuals, Businesses	Application received this needs to be scanned on to the J Drive Applications are checked & Input into Uniform Database, this is then sent to Environmental health for Inspection. When complete all is returned to us and input on Database , Licence Issued & fee reminder actions	Environmental Health & RSPCA	Low	Life time of licence plus 7 years	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	44/45/12/180	Licensing Team leader	Licensing Department & EHO
Scrap Dealers & Collectors	Individuals, Businesses	Application received including Waste carriers Permit , Basic Disclosure & Immigration documentation this needs to be scanned on to the J Drive. Applications are checked & Input into Uniform Database, Police are informed and can make comment and Enviromental Agency is also informed. When all received and Police have commented Licence is Issued these are checked again on renewal every 3 years. reminder actions	Police & Environment Agency	Low	life time of licence plus 7 years. DBS unt	Statutory	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public task	Electronic & Paper Documents	APP Database, Filing Cupboards, Dead files in basement. Encrypted files on J drive.	15/35	Licensing Team leader	Licensing Department

Finance & Audit

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Banking	bank statements, balances & bankers orders	Lloyds Bank	Data downloaded	Purchase Ledger or General Ledger of Financial Management System	High risk int the high volumes (100 - 600 per day) and contains names, council tax references, partial bank details	6 years plus current	Statutory requirement to pay creditors	Paper to confidential waste	contains names, council tax references, partial bank details	Public task	Electronic and paper based	Financial Services J drive	100 - 600 per day	Corporate Accountancy Manager	Appropriate Financial Services Staff
Insurance	Claim documentation	Claim makers	Password protected and emailed to insurers	Insurers	Moderate levels of claims containing names and addresses	Indefinitely (electronic)	Statutory	Paper based in confidential waste	contains names and addresses	Public task	Electronic and paper based	Financial J drive and Insurance Officer's H drive	250 per year	Corporate Accountancy Manager	Financial Services Staff
	Contents and car insurance schemes	tenants and staff	Password protected and emailed to insurers	Insurers	800 annually containing names and addresses	Indefinitely (electronic)	Statutory	Paper based in confidential waste	contains names and addresses	Public task	Electronic and paper based	Financial J drive and Insurance Officer's H drive	800 per year	Corporate Accountancy Manager	Financial Services Staff
Administration of members allowances	Expenses or benefits claims	members	forms received for authorisation and electronic records created	Financial Management System for payment	Moderate levels of claims containing names and addresses	6 years plus current	Council Policy	Paper to confidential waste	contains names and addresses	Public task	Electronic and paper based	Electronic on Financial Services J drive. Paper based is filed	200 per year	Business Support Manager	Financial Services Staff
Creditor function	Invoices - including purchase card records	Creditors wishing payment for goods or services	Input to Integra Financial Management System for payment	Stored electronically with remittance advice sent to supplier on payment	High risk in that there are large volumes containing address plus banking details	6 years plus current	Statutory requirement to pay creditors	Deletion of electronic records	May Contain Names, Addresses, phone number and banking details	Public task	Combination of electronic and paper copies	Electronic versions held within Integra Financial Management System	Around 20,000 per annum	Business Support Manager	Financial Services staff and Budget managers
Mortgage Administration	Working papers/statements/correspondence with administrators. This services is no longer provided and only 2 mortgages remain. Paper files held on redeemed mortgages	Mortgagees	Excel spreadsheet, payments via ASH Debtors	Financial Management System and ASH Debtors. Annual statements to 2 current mortgagees	Moderate levels of claims containing names and addresses	MDC Retention policy states. Last payment + 6 years if signed. Last payment + 12 years if not signed		Paper to confidential waste. Deletion of electronic records	contains names and addresses and bank details	Legal obligation/legitimate interest	Electronic and paper based	Electronic on Financial Services J drive. Paper based is filed in basement. Integra and ASH systems	2 current mortgages and one shelf full in basement of redeemed mortgage files	Corporate Accountancy Manager	Financial Services Staff, Legal and Debtors
Administration of charity accounts	Accounting records	Organisations	forms received for authorisation and electronic records created	Financial Management System for payment. Details also sent to charities commission	Moderate levels of claims containing names and addresses	6 years plus current	Council Policy	Paper to confidential waste	contains names and addresses and bank details	Public Task	Electronic and paper based	Electronic on Financial Services J drive. Paper based is filed	200 per year	Business Support Manager	Financial Services Staff
Credit check on potential suppliers and partners	Records/working papers														
Audit	Notes of review meetings Evidence of issues with audits	staff	Stored electronically - no personal data recorded	staff / Audit Committee / External Audit	Low - No persona data	6 years plus current	Council Policy	Deletion of electronic records	None	Public task	Electronic	Held on Audit Q Drive	100 per year	Audit & Assurance Manager	Internal Audit Team / Staff / External Audit
Monitoring of counter-fraud	Reports of potential frauds	Staff / public / whistleblowers	Recorded on Internal Audit Q drive	Monitoring Officer / Senior Management	Low - Usually only applies to an individual or small group	6 years plus current	Council Policy	Deletion of electronic records	Personal details relevant to investigation	Public task	Electronic	Held on Audit Q Drive	50 per year	Audit & Assurance Manager	Monitoring Officer / Senior Management / Staff / External Audit
		Organisations and individuals	forms received for authorisation and electronic records created	Financial Management System for payment	Moderate levels of claims containing names and addresses	6 years plus current	Council Policy	Paper to confidential waste	contains names and addresses and bank details	Public task	Electronic and paper based	Electronic on Financial Services J drive. Paper based is filed	200 per year	Business Support Manager	Financial Services Staff
Grant Aid Scheme	Application Forms														
Treasury Management	Investment advice	Link Asset Services	email	N/A	None	6 years plus current	Treasury Management Policy to mitigate risk	spreadsheet information deleted and paperwork recycled normally as contains no personal data	No	Public task	paper and electronic	Financial Services J drive	Information received daily	Corporate Accountancy Manager	Financial Services Officers

Housing Capital

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Records of Capital Improvements Undertaken and Planned	Property and Tenant Details	Direct input	Manually	Contractors for instructions for work and specific tenant warnings	Could be shared by the contractor, therefore divulging personal information	For duration of contract	For contractor safe working	Instruction to contractor to delete	Yes	legitimate Interest	Email	Spreadsheets, hard copy diaries, boxes of files	All council housing stock (6500)	Design Services	Contractors

Housing Capital

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Repairs Sub-Contractor Work	Name, address, vulnerable person indicators, dangerous pets etc	Tenants/ contractors	Information is passed from the Housing QL System to external contractors for them to carry out work, this often includes work in tenanted properties, so information regarding the tenant is sent, along with the work requirements. It could be specialist work, including Damp Proof Courses, Roofing Replacements, electrical upgrades, etc and will also include out-of-hours contractor work. By email and paper job tickets, which include tenant hazard warnings, as detailed on the Housing Tenancy Svcs tab.	External contractors	Low	Retain from end of tenancy for 6 years. Held on QL. Forms part of property information file. Hazard warnings are reviewed periodically and aligned to the corporate EPR. New system - not yet reached retention period	Health and Safety of contractors working on behalf of the Council.	Currently not removed, but it will be once the software is updated to align it to the retention rules.	Yes	Public Task/ Contract	Electronic, including emails	Housing QL System, which is not accessible by anyone external to the council. The only information shared from this is a job ticket with the tenant's name and address, work requirements and any tenant hazard indicators (picture format)	100s	Repair and Maintenance Manager	Council Housing staff and shared with external contractors.
Statements for Court	Information regarding repairs undertaken and contacts made to or received from tenants	Tenant contact information	Extract from Housing QL system of repairs carried out and contacts made	Legal to form part of the court packs	Low	Held for the duration of the court case.	Legal evidence	Currently not removed, but it will be once the software is updated to align it to the retention rules. Court papers are destroyed once a court case concludes.	Yes / very limited	Public Task	Paper statements/ Electronic copies/ emails	Stored by Legal	no more than 150 per year	Repair and Maintenance Manager	Shared with Legal and the Courts
Sickness Monitoring Records	Paper files showing each Repairs Operative and their respective sickness.	Employee	Updated manually	Used to send letters to Repairs Employees as part of the Attendance Management Procedure	Low	For length of employment	To have an effective attendance management process	Shredded/ deleted	Yes	Contract	Paper records	Locked cabinet at Vale Road Depot	All Repairs employees	Repair and Maintenance Manager	Repair and Maintenance Manager

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Rent Information	Retain all information regarding tenants, including Name, DoB, NI No, photographs, relationship to other members of household, rent history, housing benefit received, court details, notices served, arrears details, contacts made with the tenants.	Tenants, housing benefits, officers etc	Directly input at the start of the tenancy and then updated throughout the course of the tenancy. Housing benefit receipts are posted directly onto the Housing QL system by a weekly interface from the Housing Benefits system. A mix of automatic updates and electronic interfaces and processes.	At the end of each tenancy an automated email notification is sent to the Revenue Workflow team showing the tenancy details, the date of termination and the forwarding address if provided. Also, at the beginning of a tenancy an email is sent to the Revenue Workflow team showing the individual tenants, their date of birth, national insurance number, tenancy start date and weekly rent.	Medium	Retain from end of tenancy to 6 years in line with retention policy. All information on QL is currently held indefinitely, although work is currently being undertaken by the software provider to ensure GDPR compliance. New system - not yet reached retention period	Essential for maintaining tenancy details and payment records.	Currently not removed, but it will be once the software is updated to align it to the retention rules.	Yes	Public Task	Electronic	Server system, with access controls which are checked as part of the annual internal audit.	All current tenancies (almost 6500 households) and all former tenant for approximately 10 years.	Tenancy Services Manager	All Housing Staff, Audit, Revenue Staff
ASB Case Management	Each case for Housing Tenants is recorded on the QL Housing Management System, including details of victims and perpetrators	Tenants, officers, police, social care	Input manually onto QL	Information is then updated on a spreadsheet and relevant details are shared with the Police. Information sharing protocol in place.	Medium	Retain from end of tenancy to 6 years in line with retention policy. All information on QL is currently held indefinitely, although work is currently being undertaken by the software provider to ensure GDPR compliance. New system - not yet reached retention period	Essential for recording ASB cases.	Currently not removed, but it will be once the software is updated to align it to the retention rules.	Yes	Public Task	Electronic	Server system, with access controls which are checked as part of the annual internal audit.	All current tenancies, for which an ASB has been recorded and associated non-tenants involved in ASB.	Tenancy Services Manager	Limited access to ASB staff, Housing Officers and their line managers.
Contractor Information	Tenant details held on QL	n/a	Sent by email	Contractors, when arranging work such as property clearance, communal works, etc.	Low	Retain from end of tenancy to 6 years in line with retention policy. All information on QL is currently held indefinitely, although work is currently being undertaken by the software provider to ensure GDPR compliance. New system - not yet reached retention period	Required for passing correct information to contractors	Not destroyed, this will need to be agreed with the contractor.	Sometimes, but very rarely.	Public Task	Email	Information is taken from the Housing QL system.	Small numbers (100s)	Tenancy Services Manager	Tenancy Services Staff, mainly Housing Assistants.
Mental Health Complex Case Management	Tenant details held on QL	Housing Officers and ASB Officers, Police and Social Care	Direct input	Information is discussed verbally with members of the Complex Case Panel, but it is not distributed in hard copy or electronic format.	Medium	Retain from end of tenancy to 6 years in line with retention policy. All information on QL is currently held indefinitely, although work is currently being undertaken by the software provider to ensure GDPR compliance. New system - not yet reached retention period	Essential for the health and wellbeing of tenants	Currently not removed, but it will be once the software is updated to align it to the retention rules.	Yes	Public Task	Electronic access to source records	Server system, with access controls which are checked as part of the annual internal audit.	Very small numbers (approximately 10 cases discussed monthly)	Tenancy Services Manager	Only accessible by appropriate Housing staff.
Tenant Hazard Warning Indicators	Essential information for the Housing Officer regarding information such as Visit in Pairs, Dangerous Animals, Vulnerable Tenant.	Housing Officers and ASB Officers, Police and Social Care	Input manually onto QL	Will be shared with contractors as appropriate.	Low	Retain from end of tenancy to 6 years in line with retention policy (once tenancy ends). All information on QL is currently held indefinitely, although work is currently being undertaken by the software provider to ensure GDPR compliance. New system - not yet reached retention period	Essential for the health and safety of staff	Currently not removed, but it will be once the software is updated to align it to the retention rules.	Yes	Public Task	Electronic	Server system, with access controls which are checked as part of the annual internal audit.	100 +	Tenancy Services Manager	Visible to all people with access to the Housing QL system.
Statements for Court	Extracts from the Housing QL system regarding arrears management and instances of ASB	Housing Officers and ASB Officers	Input manually onto QL and automatic arrears updates Manually extracted from QL and entered onto a Word court statement.	Legal to form part of the Legal Pack Used to send letters to Employees as part of the Attendance Management Procedure	Low	Statement retained for the duration of the court case	Court submissions	Hard copies shredded, electronic copies deleted.	Yes, including financial transactions, property condition, support provided, ASB victim and perpetrator details.	Public Task	Paper format/ Electronic	With Legal	150 per year	Tenancy Services Manager	Shared with Legal and submitted to the court.
Sickness Monitoring Records	Paper files showing staff sickness	Staff members	Paper forms filled in, scanned Satisfaction information entered onto spreadsheet. Paper copies are kept for the prize draw at the start of each month. The winning resident's information is then emailed to the repairs manager	Only the name and address of the winning resident is sent to the repairs manager	Low	To end of employment	To have an effective attendance management process	Shredded/ deleted	Yes	Contract	Paper records	Locked cabinet	All employees	Tenancy Services Manager	Employees, HR
Repairs Satisfaction	Satisfaction comment cards. Residents leave name and address on these in order to enter prize draws	Tenants			Low					Legitimate Interest	Paper records	Locked cabinet	20-30 per month	Tenancy Services Manager	Tenancy Services Staff, mainly Housing Assistants.

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Advice and Guidance	General approach form	Public	Paper	Nobody	High	7 years	Statutory requirement	All paper copies shredded	Yes	Public task	Paper	Lockable cabinet, access only to Housing Solutions Team	500+	Housing needs manager	Housing Solutions Team only, keys locked away by Team Leader Nightly
	Approach database	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive Peter Lally database which is password protected and only members of Housing Solutions Team have password/access	500+	Housing needs manager	Housing Solutions Team only
	Approach e-mail	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive Peter Lally database which is password protected and only members of Housing Solutions Team have password/access	500+	Housing needs manager	Housing Solutions Team only
Prevention	Housing prevention case file/agreement	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive Peter Lally database which is password protected and only members of Housing Solutions Team have password/access	1500+	Housing needs manager	Housing Solutions Team only
	Prevention database	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive	1500+	Housing needs manager	Housing Solutions Team only
Statutory Homelessness	Homeless Application	Public	Paper & J Drive	Nobody	High	7 years	Statutory requirement	Paper copies shredded & electronic files deleted system	Yes	Public Task	Paper & data base	J Drive database which is password protected and only members of Housing Solutions Team have password/access, paper copies in lockable cabinet	1500 +	Housing needs manager	Housing Solutions Team - limited access, keys locked away by Team Leader nightly
	Statutory application database	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive database which is password protected and only members of Housing Solutions Team have password/access	1500 +	Housing needs manager	Housing Solutions Team - limited access
	Homelessness Reviews	Public/partner agencies approaching on behalf of public	J Drive	Nobody	High	7 years	Statutory requirement	Electronic files deleted from system	Yes	Public Task	Data base	J Drive database which is password protected and only members of Housing Solutions Team have password/access	1500 +	Housing needs manager	Housing Solutions Team - limited access
	Employee files: - Personal Contact detail & Next of Kin, - Vehicle Insurance Docs, - Training Records, - 1-2-1 forms, - Departments rota's - Sickness & Absence information, - Annual Leave and toil databases	Employee	Paper forms & Electronic documents	Any HR policy Document is shared with HR and on request to Departmental Management, All information only shared with Department manager's if requested.	High	All information is stored for the time the employee is employed, once no longer employed all paperwork is sent to HR, only exception is insurance documents are only stored for the time they are relevant, this is 1 year. Departmental rota's and Annual leave/toil database's are stored for 2 years	Record are kept as part of efficient management of the department and it's employees	paper copies shredded and electronic files deleted from system	Yes	Contract	Paper & Electronica Forms and Database's	All paper forms are kept in a locked managers filing cabinet, Accommodation Manager access only. All electronic form are kept in department manager secure H/Drive on a secure ICT network, Accommodation Manager access only	10-15	Housing needs manager	Accommodation Manager, Housing Needs Manager, Housing Operations & Safeguarding Manager and HR advisor's

Temporary Accommodation	<p>Service delivery Information:</p> <ul style="list-style-type: none"> - Visitor signing in sheets, - Staff daily tasking book, - Repairs book - Occupancy and Heating and Lighting charges card, - Payment receipt books, gilbert strips and cashiers payment slips - Security report log and residents movement log, - Incident reports, - Petty Cash purchases records, - Purchase order and delivery history, - Donations of good information, - Health and Safety risk assessment, COSHH assessments, Fire role, Fire Safety information, - Service contracts with suppliers, example Virgin media, BT, window cleaning, - Inventory of stock items, example kettles, toaster, fridges etc. <p>Occupancy & Void Records</p>	Public, service users, employee's, other agencies, suppliers	Paper forms & Electronic documents	Information is not shared externally on a normal case by case basis, the exception to this would be if there is a safeguarding concern or risk to the service or service user's. Information relating to the service users Homeless application is share internal	Low	<ul style="list-style-type: none"> - Visitor signing in sheets, 2 years - Staff daily tasking book, 1 year - Repairs book, 2 years - Occupancy and Heating and Lighting charges card, 7 years - Payment receipt books, gilbert strips and cashiers payment slips, 7 years - Security report log and residents movement log, 2 years - Incident reports, 7 years - Petty Cash purchases records, 7 years - Purchase order and delivery history, 7 years - Donations of good information, 7 years - Health and Safety risk assessment, COSHH assessments, Fire role, Fire Safety information, 7 years - Service contracts with suppliers, example Virgin media, BT, window cleaning, 7 years - Inventory of stock items, example kettles, toaster, fridges etc. 7 years - Occupancy & Void Records - 7 years 	Records are kept in line with the Financial Regulations, Audit and Health and Safety Acts. To offer feedback on service and assist in it's development	paper copies shredded and electronic files deleted from system	Yes	Legal Obligation	Paper & Electronica Forms and Database's	Electronic data is stored in a secure folder on J Drive, named Temporary Accommodation folder, staff from MDC Homeless team only have access to this folder. Written/Form data, former clients kept in managers office in locked cabinet. All archiving kept in locked store room, covered by CCTV onsite at Tideswell Court.	1500 +	Housing needs manager	Temporary Accommodation Staff only, keys locked away nightly
	<p>Current Service User files & Information,</p> <ul style="list-style-type: none"> - Client files containing support and risk assessment/plan, personal details, next of kin, PEEP's assessment, agencies involved information, Licence agreements, letters sent to service user, housing application information, confidential information, key working notes, data protection consent forms, photo of service user. 	Service user's, other agencies involved, example - Social Services, probation, other local Authorities, other Housing provider either private or associations, NHS, Police, Nottscc, other MDC/ADC internal department like Housing Benefit, community safety, Councillors/elected members, housing.	Paper forms & Electronic documents	Information is not shared externally on a normal case by case basis, the exception to this would be if there is a safeguarding concern or risk to the service or service user's. Information relating to the service users Homeless application is share internally with the Housing Solution team but only when requested from the Officer in charge of the application.	High	All paper form files are kept for 7 years, the exception to this is the photo's, next of kin contact details and PEEP's are disposed of when a service user moves out of Temporary Accommodation and is no longer supported through our resettlement support.	Information is obtained, stored and kept to allow the service to offer a full extensive and effective support service to our service users, to allow our service users to received a personalised and detailed support plan which will allow them to secure and maintain a tenancy once they move on from Temporary Accommodation	paper copies shredded and electronic files deleted from system	Yes	Public task/ Legal	Paper & Electronica Forms and Database's	Electronic data is stored in a secure folder on J Drive, named Temporary Accommodation folder, staff from MDC Homeless team only have access to this folder. Written/Form data is stored in individual unit files and kept in locked cabinet within each Hostels main office which is covered by CCTV. Only Temporary Accommodation staff have access to these files and they are locked and secured when staff are not on site	Up to 44 at a time	Housing needs manager	Temporary Accommodation Staff only, keys locked away nightly
	<p>Former resident Files:</p> <ul style="list-style-type: none"> - Client files containing support and risk assessment/plan, personal details, agencies involved information, Licence agreements, letters sent to service user, housing application information, confidential information, key working notes, data protection consent forms, 	Service user's, other agencies involved, example - Social Services, probation, other local Authorities, other Housing provider either private or associations, NHS, Police, Nottscc, other MDC/ADC internal department like Housing Benefit, community safety, Councillors/elected members, housing.	Paper forms & Electronic documents	Information is not shared externally on a normal case by case basis, the exception to this would be if there is a safeguarding concern or risk to the service or service user's. Information relating to the service users Homeless application is share internally with the Housing Solution team but only when requested from the Officer in charge of the application.	high	7 years	Information is obtained, stored and kept to allow the service to offer a full extensive and effective support service to our service users, to allow our service users to received a personalised and detailed support plan which will allow them to secure and maintain a tenancy once they move on from Temporary Accommodation	paper copies shredded and electronic files deleted from system	Yes	Public task/ Legal	Paper & Electronica Forms and Database's	Electronic data is stored in a secure folder on J Drive, named Temporary Accommodation folder, staff from MDC Homeless team only have access to this folder. Written/Form data, former clients kept in managers office in locked cabinet. All archiving kept in locked store room, covered by CCTV onsite at Tideswell Court.	1500 +	Housing needs manager	Temporary Accommodation Staff only, keys locked away nightly

Tenancy Support	Support Assessment Database	Public, partners and other MDC Staff	Paper & QL management system	Nobody	High	Until Client	to access Support Needs	Removal from J drive and QL	YES	Consent	J Drive and QL	On Data Base and QL		Housing needs manager	MDC staff

	Hospital Discharge referrals	Clients /MDC staff	Paper copies/ j drive	Poppy Fields	High	As long as the client is receiving support	Information to deliver at home support for the client	Shredding and removal from the J Drive	personal data and Health details and next of kin	Consent	Paper copies and J drive	In clients home and Poppy Fields	2-10 clients at any one time	Housing needs manager	MDC Staff
--	------------------------------	--------------------	-----------------------	--------------	------	--	---	--	--	---------	--------------------------	----------------------------------	------------------------------	-----------------------	-----------

	Needs Assessment/Risk assessments	Individual clients	Paper copies/ j drive	Held on sheltered housing schemes	High	As long as the Client is alive or moves from support service	To assess clients support needs and risks to health	Shredding and removal from J drive files	personal data and Health details and next of kin	Consent	Paper copies	At Sheltered housing schemes in office in a locked filing cabinet	2,000	Housing needs manager	Client / MDC staff Central Control
	Case file	Clients /MDC staff	Paper copies	Held on sheltered housing schemes	High	As long as the Client is alive or moves from support service	To assess clients support needs and risks to health	Shredding	Personal information regarding the customers health and needs	Consent	Paper copies	At Sheltered housing schemes in office in a locked filing cabinet	2,000	Housing needs manager	Client and MDC staff
	Enhanced Support	Clients	paper copies and J drive	Held at Poppy Fields and on J Drive	High	As Long as the client recieves Enhanced support	To access the clients needs and tasks required	Shredding and removal from J drive files	personal data and Health details and next of kin	Concent	Paper copies and J drive	Poppy Fields in Locked Filing cabinet	35	Housing needs manager	Client and MDC staff
	Emergency Central Control Data	Clients /MDC staff	PNC Stored	MDC Support Staff	High	As long as the Client is alive or moves from support service	To summon for emergency services and next of kin when the alarm accivated	Deleted from PNC and Shredded	personal data and Health details and next of kin	Consent	Paper Copies and on PNC	At Sheltered housing schemes in office in a locked filing cabinet and on PNC	4,000	Housing needs manager	Client ,Tunstall Control ,Emergency Services
	Staff 1-2-1s information and PDRs	staff and manager	Managers drive	individuale staff	High	while staff employed MDC	Service delivery and personal development	Deleted from PNC	information regarding staff performance	Consent	paper copies and on Managers drive	Managers drive	40	Housing needs manager	Individuale staff member
Housing Support for Older People	Sickness Records	staff and manager	paper copies managers drive	HR	High	While staff employed at MDC	sickness monitoring performance policy	Deleted from PNC Papers shredded	Yes	MDC Policy	paper copies and on Managers drive	Managers Drive HR STAFF	40	Housing needs manager	HR and individuale staff member
Homeless Strategy	Severe Weather Emergency Shelter volunteer application forms														
	Being run on our behalf by Derby City Mission who hold this information														
	Record Types	Paper & J drive	Paper & J drive	some shared with partner agencies	High	Kept indefinitely	To assess needs	n/a	Yes	Safeguarding Act	Paper & J drive	Lockable cabinet & J Drive	250+	Housing needs manager	Limited number of Safeguarding Staff
	Safeguarding database	J Drive	J Drive	some shared with partner agencies	High	Kept indefinitely	To assess needs	n/a	Yes	Safeguarding Act	J drive	J Drive	250+		Limited number of Safeguarding Staff
Safeguarding	Safeguarding casefiles	Paper & J Drive	Paper & J drive	some shared with partner agencies	High	Kept indefinitely	To assess needs	n/a	Yes	Safeguarding Act	Paper & J Drive	Lockable cabinte & J drive	250+		Limited number of Safeguarding Staff
	Homefinder CBL	Housing application forms and supporting evidence	Paper application forms and electronic application forms	Paper and online	High	Currently kept indefinitely	To assess housing need	None at present	Yes includinghous ehold make up, medical information, persoanl data relating to vulnerability etc.	Consent	Paper & computer files	Data stored on external servers at Civica and paper copies stored in lockable filing cabinets	6500 plus	Housing needs manager	MDC Staff and other Housing providers on the Homefinder CBL

Commercial Sales

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
General Management	Purchase information	direct from customer purchase	update on changes to service, or for 'cross selling' other products or services - internal or with partners	Marketing and comms regeneration, external marketing agencies	low medium, generally no personal data, however data relating to individual at company as a job role	whilst a customer and to be defined once no longer a customer	as part of purchasing a service, making customers aware of other services and attract customer back if no longer a customer	delete digital records	at present no personal data, however if progress of sales onto business to customer, this will include individual personal data	Legitimate interest	digital	database ACT system	Manager	individual service area	individual service area, sales manager and marketing and comms sections

Regeneration

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Support Interactions with Business (CRM) - Information relating to interactions between the Regeneration Team and businesses, whether they be pre-start, new start-ups, existing local businesses or businesses looking to move into the area	Company details	company contact - email, telephone or face-to-face	stored on CRM	possibly referred to partner/intermediaries, with consent of subject	low, as will generally be in the public domain. Possibly higher risk when the company name is also the name of the proprietor	Will depend upon any associated external funding agreements, but barring that, would be kept for 1 year from the year of the last contact closure	The storage of this data is essential to allow the service to be able to provide the requested assistance to the company concerned.	Automatic deletion from CRM, when council driven criteria are met	If the company name is the same as an individual (sole trader) or where the record holds the details of a pre-start company	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	circa 2,000 records (estimates rather than experiential, with CRM only just introduced)	Regeneration Manager	Regeneration Team / potentially shared with other council officers and councillors for performance measurement data
	Company contact	company contact (as above)	stored on CRM	possibly referred to partner/intermediaries, with consent of subject	low, as will generally include company-based contact details, that the subject is likely to publicise. Again, higher risk if the contact the company from home and/or uses a personal email address/mobile telephone number	Will depend upon any associated external funding agreements, but barring that, would be kept for 1 year from the year of the last contact closure	The storage of this data is essential to allow the service to be able to provide the requested assistance to the company contact concerned.	Automatic deletion from CRM, when council driven criteria are met, along with any associated manual files. Manual files will be kept to a minimum and only used when absolutely necessary	If email addresses/telephone numbers/addresses relate to an individual's personal contact details rather than those of a company	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	circa 2,000 records (estimates rather than experiential, with CRM only just introduced)	Regeneration Manager	Regeneration Team / potentially shared with other council officers and councillors for performance measurement data
	Company contact enquiry	company contact (as above)	stored on CRM (including attachments as necessary)	possibly referred to partner/intermediaries, with consent of subject	ethically covered by company confidentiality, but would potentially be a medium risk for the council where the company is a sole trader/partnership/pre-start	Will depend upon any associated funding agreements, but barring that, would be kept for 1 year beyond the year of the enquiry closure	The storage of this data is essential to allow the service to be able to provide the requested assistance in line with the original enquiry	Automatic deletion from CRM, when council driven criteria are met, along with any associated manual files. Manual files will be kept to a minimum and only used when absolutely necessary	if the enquiry is from a pre-start company/sole trader	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	2000-10000 records (estimates rather than experiential, with CRM only just introduced)	Regeneration Manager	Regeneration Team / potentially shared with other council officers and councillors for performance measurement data
	Company contact enquiry activity	company contact and/or associated team member (as above)	stored on CRM (including attachments as necessary)	possibly referred to partner/intermediaries, with consent of subject	ethically covered by company confidentiality, but would potentially be a medium risk for the council where the company is a sole trader/partnership/pre-start	Will depend upon any associated funding agreements, but barring that, would be kept for 1 year beyond the year of the enquiry closure	The storage of this data is essential to allow the service know what communication/activity has already happened to help with the original enquiry	Automatic deletion from CRM, when council driven criteria are met, along with any associated manual files. Manual files will be kept to a minimum and only used when absolutely necessary	if the activity is with a pre-start company/sole trader	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	2000-50000 records (estimates rather than experiential, with CRM only just introduced)	Regeneration Manager	Regeneration Team / potentially shared with other council officers and councillors for performance measurement data
	Case Study	previously collected data, stored on the CRM and from the company contact	stored on the CRM	sent to the company contact for approval, before being published, via mainly electronic channels, such as the IAM website and social media	low risk as the company contact will have the last say on the content of the case study and whether it can be published	Will depend upon any associated funding agreements, but barring that, would be kept for 1 year beyond the year of the enquiry closure	The storage of this data is essential to allow the service know what communication/activity has already happened to help with the original enquiry	Automatic deletion from CRM, when council driven criteria are met, along with any associated manual files. Manual files will be kept to a minimum and only used when absolutely necessary	if the activity is with a pre-start company/sole trader	Consent, Contract and/or Legal					
Partner / Intermediary (Legacy records are stored in Outlook) - details of and interactions with partner organisations that we may call on to provide support to local businesses.	Partner/Intermediary details	partner / intermediary contact themselves, website or referral	stored on CRM and possibly Outlook	Company contacts that might benefit from the services of the partner/intermediary concerned	very low, as will generally be in the public domain and want to be identified. Low risk if the intermediary runs their service as a sole trader or from a home address	Will be kept for 1 year after the year that the partner / intermediary organisation ceases to offer assistance to local companies	We need to be aware of the internal and external partners / intermediaries that offer business support type services that might be of interest to local companies	Manual deletion of details, from the CRM, when we are informed that the Partner / Intermediary has ceased to offer assistance to local companies. Any manual files also	If the partner / intermediary organisation name includes the name of an individual	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	Less than 200	Regeneration Manager	Regeneration Team / Company contacts that the partner / intermediary might be able to help

	Partner/Intermediary contact	partner / intermediary contact themselves, website or referral	stored on CRM and possibly Outlook	Company contacts that might benefit from the services of the partner/intermediary concerned	very low, as will generally be in the public domain and want to be identified. Low risk if the intermediary runs their service as a sole trader or from a home address	Will be kept for 1 year after the year that the contact ceases to be our contact for the partner / intermediary	We need to be able to refer company contacts on to partner / intermediary contacts, where the P / I might be able to help the company	Manual deletion of details, from the CRM, when we are informed that the Partner / Intermediary contact is no longer their contact. Any manual records, including business cards also deleted	If email addresses/telephone numbers/addresses relate to an individual's personal contact details rather than those of a partner / intermediary organisation	Consent, Contract and/or Legal	CRM record	Tractivity CRM, which is web-based and password protected	Less than 300	Regeneration Manager	Regeneration Team / Company contacts that the partner / intermediary contact might be able to help
--	------------------------------	--	------------------------------------	---	--	---	---	--	--	--------------------------------	------------	---	---------------	----------------------	--

Support Interactions with Business (Legacy) - Information relating to interactions between the Regeneration Team and businesses, whether they be pre-start, new start-ups, existing local businesses or businesses looking to move into the area. May be subject to funding agreements, so	Company details	company contact	Stored for potential access by external auditors	N/A	Very Low, as the files are stored securely will only be accessed in the case of an external audit	In line with the respective council's retention policy or the associated funding agreement with an external funder, as appropriate	Evidence of the interaction, for scrutiny by audit, as appropriate	Electronic files deleted and manual files removed via a confidential waste service	Only where the company is a sole trader/partnership	Consent, Contract and/or Legal	Stored in Electronic files and Manual files, archived at the respective council offices	Electronic files are stored on the computer system and/or associated archive system of the associated Council and in manual form, in the respective		Regeneration Manager	Internal/External Auditors as appropriate for the specific project
--	-----------------	-----------------	--	-----	---	--	--	--	---	--------------------------------	---	---	--	----------------------	--

Human Resources & Payroll															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Employment history	Employee personal file all personal data, name, address, contact details, next of kin details, certificates, reference, equality monitoring information, application form, Statement of Terms of Employment, NI number, medical information (pre-employment, occupational health reports, letters in relation to sickness absence)	employee, manager, HR, previous employers - NHS occ helath	keep on personal file all information kept on master file can be transferred to myview	no-one, employee, manager, CLT, HR, Finance for Insurance purposes, Legal for ET cases and Audit can access file.	High Risk	7 years	history of employees employment from recruitment to end of employment	confidential waste bin	Yes	Legal Obligation/Legitimate Interest	paper	locked filing room - only accessed by HR Personnel	approximately 1500 (ADC and MDC)	HR Manager	accessed by employee, manager, CLT, HR, Shared with Finance for Insurance purposes, Legal for ET cases and Audit can access file.
Disciplinary	Investigation file - complaint, correspondance, transcripts, outcome letter	complainant - internal	red A4 folder whilst case is 'live' and electronic file and casework database	Hearing and investigating officer chair, HR Rep x 2, employee	High Risk	duration of the warning	to provide a service to employees	confidential waste bin and electronic file deleted	Yes	Legal Obligation/Legitimate Interest	paper and electronic file	paper - locked cabinets and electronic - 'J' drive	Varies can be between 1 and 10	HR Manager	HR, investigation officer, manager or CLT employee for hearing and appeal
Grievance	Investigation file - complaint, correspondance, transcripts, outcome letter	Grievance form	red A4 folder whilst case is 'live' and electronic file and casework database	Hearing and investigating officer chair, HR Rep x 2, employee	High Risk	duration of the grievance	to provide a service to employees	confidential waste bin and electronic file deleted	Yes	Legal Obligation/Legitimate Interest	paper and electronic file	paper - locked cabinets and electronic - 'J' drive	Varies can be between 1 and 10	HR Manager	HR, investigation officer, manager or CLT employee for hearing and appeal
Attendance Management	sickness records, correspondance,	weekly sickness returns, Fit Notes, manager, employee, Gp, occupational health including Doctor, Nurse, Physio, Counselling	red A4 folder whilst case is 'live' and electronic file, casework database and longterm sick spreadhseet	Occupational Health, Managers	High Risk	7 years	history of employees employment from recruitment to end of employment	confidential waste bin and electronic file deleted	Yes	Legal Obligation/Legitimate Interest	paper and electronic file	paper - locked cabinets and electronic - 'J' drive	Varies but potentially could be up to 500 for both MDC and ADC	HR Manager	HR, manager, employee, occupational health
Personnel administration	Employment register Personnel files References (Requested by other employers)	Other employers	form completed and returned	other employer	medium	6 months	in case of future queries from employers	delete	Name, job title, employment dates,	Legal Obligation/Legitimate Interest	electronic	J Drive	approximately 1500 (ADC and MDC)	HR Manager	other employers
Occupational Health	Pre employment Health questionnaire Adjustment to work place · Restrictions · Recommendations occ health referral forms occupational health reports letters notes of meetings	employee	send to occ health provider	occ health	high	kept on personnel file. Will be implementing electronic system where no information will be retained	ensure fitness to complete post appointed to	as per personnel file	Name, address, DOB, post title, medical information	Legal Obligation/Legitimate Interest	paper	J Drive, personnel file, locked cupboards	1 per employee	HR Manager	occ health, employee
DBS Checks (recruitment and 3 year checks)	Application for check	employee	Via Care Check system. Employees are directed to the system to inout their information, HR complete the section to determine the type of check and Care Check process all information.	HR send employee name. All of the data accessed by care check only. HR receive outcome and information of relevant convictions depending on level of check.	High	Results saved on personnel file	safeguarding process and legal requirement to not employ a barred person in a regulated post	as per personnel file	Name, address, DOB, Post title, conviction information (nature of information depends on level of check)	Legal Obligation	electronic / paper	Online system / personnel file - Care Check have supplied copies of their data protection policies.	Around 50 a year	HR Manager	recruiting manager

Recruitment	Applications	Applicants	Input directly into e-recruitment system	Recruiting managers	High	12 Months for unsuccessful applicants. Successful applicant transferred to personal file	To enable people to apply for jobs. Retained for 12 months for statistical purposes (workforce profile) and in case of any claims	deleted off system	Name, address, DOB, email, work history, qualifications, equality / monitoring information. For some posts may also be conviction information	Legal Obligation/Legitimate Interest	Electronically / paper copies	e-recruitment system, locked files	approx 7000	HR Manager	employee, recruiting managers, Giant,	
	References	Other employers	Send to managers to review, then store on personnel file	Recruiting managers	medium	retained on personal file	In case of future claims and forms part of recruitment process	as per personnel file information	Name, post title, employment dates	Legal Obligation/Legitimate Interest	Electronically / Paper copies	J Drive, locked files	approx 2 per employee	HR Manager	employee, recruiting managers	
	Selection information - interview reports / application assessment form / testing information	recruiting managers	received from managers and scanned in to file on J drive	HR	High	Unsuccessful - 6 months. Successful - Personnel File	In case of future claims and forms part of recruitment process	unsuccessful - shredded and deleted. Successful as per personnel file	Name, post title, work history, skills. For some employees may be information on required reasonable adjustments	Legal Obligation/Legitimate Interest	Electronically / Paper copies	J Drive, locked files		HR Manager	employee, recruiting managers	
Staff monitoring	Probation reports	recruiting managers	Information received from line manager	HR	medium	Retained on personal file	In case of future claims / queries and as part of employment record	Retained on personnel file	Name, job title, performance information	Legal Obligation/Legitimate Interest	Paper copies	Locked files	One per employee per post they are appointed to	HR Manager	Line manager, employee	
staff leave and attendance	Sick leave	employees	information received from employees	Manager, HR	low	retained on personal file		retained on personnel file.	name, job title,	Legal Obligation/Legitimate Interest	electronic	In personnel file, locked files	All employees	HR Manager	Line manager	
	Study leave															
	Special and personal leave															
	Leave applications															
Termination	Resignation	employees	Information received from employee, input into resource link	HR	low	retained on personal file	history of employees employment from recruitment to end of employment	Personnel File destroyed after 7 years	Name, post title,	Legal Obligation/Legitimate Interest	Electronic, paper files	in personnel file, locked files		HR MANAGER	HR, Employee, Manager	
	Redundancy (Section 188)															
	Dismissal															
	Death															
	Retirement															
Flexible Working	application form	Employees	information received from employee / manager	Manager, HR	medium	retained on personal file	history of employees employment from recruitment	Personnel File destroyed after 7 years	Name, post title, employee number	Legal Obligation/Legitimate Interest	electronic, paper files	In personnel file, locked files	not recorded	HR MANAGER		
Flexible Retirement	application form	Employees	Information received from employee, input on resource link	Manager, HR	medium	retained on personal file	history of employees employment from recruitment	Personnel File destroyed after 7 years	Name, post title, employee number, NI number, DOB	Legal Obligation/Legitimate Interest	electronic, paper files	In personnel file, locked files	not recorded	HR MANAGER		
Career Breaks	application form	Employees		HR, director		retained on personal file	history of employees employment from recruitment	Personnel File destroyed after 7 years	Name, post title, employee number.	Legal Obligation/Legitimate Interest	electronic paper files	In personnel file, locked files	not recorded	HR MANAGER	HR, Director, manager	
Market Supplement	letter	manager	letter sent to employee	HR, CEO	medium	retained on personal file and electronic	history of employees employment from recruitment	Personnel File destroyed after 7 years	Post title	Legal Obligation/Legitimate Interest	Electronic, paper files	In personnel file, locked files	variable approx 12	HR MANAGER		
Expenses claims	Mileage/Expenses claim forms	Employees	Hard copy Retained in	No-one	High Risk	Current + 6 years	Audit & HMRC requirements	Via confidential waste bins	Yes Emp name	Legal Obligation/Legitimate Interest	Paper	Current HR filing room	24 files per year 12 MDC	HR Manager	Payroll Team	
	Reports from My View system		monthly mileage folder						to justify payments to employees			Emp Number Signatures			Older Basement	12 ADC 7 years held
Overtime claims	Overtime claim forms	Employees	Hard copy	No-one	High Risk	Current + 6 years	Audit & HMRC requirements	Via confidential waste bins	Yes	Legal Obligation/Legitimate Interest	Paper	Current	24 files per year	HR Manager	Payroll Team	
			Retained in monthly overtime folder						requirements to justify payments to employees			Emp name Emp Number Signatures			HR filing room Older Basement	12 MDC 12 ADC 7 years held
Changes to employees personal details	Change of details forms Letters/e mails	Employees	Hard copy Retained in	HMRC Pensions	High Risk	6 years	Audit requirements	Via confidential waste bins	Yes Emp name	Legal Obligation/Legitimate Interest	Paper	Current HR filing room	12 files per year 6 years held	HR Manager	Payroll Team	
			monthly overtime folder (ended 17/18)						to justify changes to employees record			Emp Number Signatures Address Telephone no. e-mail address bank a/c			Leavers Basement	External audit
			Hard copy held on employee personal file						HMRC Pensions			High Risk			Period of time employee	Via confidential waste bins

			(from 18/19 year)			personal file held									Pensions HMRC
Professional Fees	Claim form Employees invoices	Employees	Hard copy Retained in	No-one	High Risk	Current + 6 years	Audit & HMRC requirements	Via confidential waste bins	Yes Emp name		Paper	Current HR filing room	24 files per year 12 MDC	HR Manager	Payroll Team Internal audit
	and receipts of payment		monthly overtime folder				to justify payments to		Emp Number Signatures Address	Legal Obligation/Legitim e Interest		Older Basement	12 ADC 7 years held		External audit
Honorariums	Delegated decisions	Managers	Hard copy	No-one	High Risk	6 years	Audit/HR	Via confidential waste bins	Yes		Paper	Current	12 files per year	HR Manager	Payroll Team
	Calculations paperwork Letters to employees	HR	Retained in monthly overtime folder (ended 17/18)				requirements to justify payments to employees		Emp name Emp Number Signatures Address	Legal Obligation/Legitim e Interest		HR filing room Leavers Basement	6 years held		Internal audit External audit
			Hard copy held on employee personal file (from 18/19 year)	No-one	High Risk	Period of time employee personal file held		Via confidential waste bins							HR Team Internal audit External audit
Long Service Awards	Letters to employees	HR	Hard copy Retained in	No-one	High Risk	6 years	Audit/HR requirements	Via confidential waste bins	Yes Emp name		Paper	Current HR filing room	12 files per year 6 years held	HR Manager	Payroll Team Internal audit
			monthly overtime folder (ended 17/18)				to justify payments to employees		Emp Number Address	Legal Obligation/Legitim e Interest		Leavers Basement			External audit
			Hard copy held on employee personal file (from 18/19 year)	No-one	High Risk	Period of time employee personal file held		Via confidential waste bins							HR Team Internal audit External audit
BACS/AWACS notifications	Reports from BACS system	BACS	Hard copy Retained in	No-one	High Risk	Current + 6 years	Audit & HMRC requirements	Via confidential waste bins	Yes Emp name		Paper	Current HR filing room	24 files per year 12 MDC	HR Manager	Payroll Team Internal audit
			monthly overtime folder				to justify changes to records		Emp Number Bank account	Legal Obligation/Legitim e Interest		Older Basement	12 ADC 7 years held		External audit
Payments made outside pay periods	Notification paperwork	Employees	Hard copy	Employee	High Risk	Current +	Audit & HMRC	Via confidential	Yes		Paper	Current	24 files per year	HR Manager	Payroll Team
	Calculations paperwork Payment vouchers	Managers BACS	Retained in monthly overtime folder	Pay voucher to accountancy/ creditors		6 years	requirements to justify payments made to employees	waste bins	Emp name Emp Number Bank account Address Signatures	Legal Obligation/Legitim e Interest		HR filing room Older Basement	12 MDC 12 ADC 7 years held		Internal audit External audit
Jury Service	Letter to employee	Employee	Hard copy	Employee	High Risk	Current +	Audit	Via confidential	Yes		Paper	Current	24 files per year	HR Manager	Payroll Team
	Calculations paperwork	Courts	Retained in monthly overtime folder			6 years	requirements to justify deductions taken from employees	waste bins	Emp name Emp Number Address Signatures	Legal Obligation/Legitim e Interest		HR filing room Older Basement	12 MDC 12 ADC 7 years held		Internal audit External audit
Leavers	Termination notice Letter to employee	HR	Hard copy Retained in	Employee P45 Pensions	High Risk	Current + 6 years	Audit requirements	Via confidential waste bins	Yes Emp name		Paper	Current HR filing room	12 files per year	HR Manager	Payroll Team Internal audit
	P45 Pension forms		annual leavers folder	HMRC			to justify payments made to employees and changes made to system		Emp Number Address Nat Ins No D of B	Legal Obligation/Legitim e Interest		Older Basement	7 years held		External audit Pensions HMRC
Auto enrolment letters	Copy letters to	Payroll system	Hard copy	Employee	High Risk	Current +	Pensions reg	Via confidential	Yes		Paper	Current	6 files	HR Manager	Payroll Team
	employees		Retained in auto enrolment file			6 years	requirements to justify legislation has been met	waste bins	Emp name Emp Number Address	Legal Obligation/Legitim e Interest		HR filing room Older Basement	From 2013		Internal audit External audit Pensions regulator
Car loans	Application form Vehicle documents	Employee Employee	Hard copy Retained in	Employee	High Risk	For length of personal	Financial loan	Via confidential waste bins	Yes Emp name		Paper	Current HR filing room	4 files	HR Manager	HR Team Internal audit

	Loan agreement Car loan schedule	HR Payroll	employees file Hard copy Retained in car loan file	No-one	High Risk	file retained Current + 6 years	agreement To ensure deductions taken from employee	Via confidential waste bins	Emp Number Address Yes Emp name Emp Number	Legal Obligation/Legitimate Interest	Paper	Older Basement Current HR filing room Older Basement	7 years	HR Manager	External audit Payroll Team Internal audit External audit Accountancy
Sight Tests	Application form	Employee	Hard copy Retained in sight test file	No-one	High Risk	Current + 6 years	To justify payments made to employee	Via confidential waste bins	Yes Emp name Emp Number	Legal Obligation/Legitimate Interest	Paper	Current HR filing room Older Basement	7 years	HR Manager	Payroll Team Internal audit External audit
Equal Pay Claims	Letters - E mails Payment vouchers Calculation paperwork	HR Legal Payroll Solicitors	Hard Copy Retained in Equal Pay Folder	No-one	High Risk	From 12-13 year	To justify payments made to employees	Via confidential waste bins	Yes Emp name Emp number Emp address Bank details	Legal Obligation/Legitimate Interest	Paper	HR filing room	7 years	HR Manager	Payroll team Internal audit External audit
Audit information	E-mails Reports Spreadsheets Screen dumps	Payroll HR	Electronic Payroll drive storage	Auditors Internal/External	High Risk	Current + 6 years	To justify payments made to employees	Deletion of files from system	Yes Emp name Emp number Emp address Bank details Address NI number Pay information	Legal Obligation/Legitimate Interest	Electronic	J drive/Payroll/ Audit	7 years	HR Manager	Payroll team Internal audit External audit
Voluntary Bodies/Elections files	Reports E-mails Payslips	Voluntary bodies ADC/MDC Elections Employees	Hard copy Payroll report files	Voluntary bodies Elections	High Risk	Current + 6 years	To justify payments made to employees	Via confidential waste bins	Yes Emp name Emp number Emp address Bank details Address NI number Pay information	Legal Obligation/Legitimate Interest	Paper	Current HR filing room Older Basement	7 years	HR Manager	Payroll team Internal audit External audit Voluntary bodies Elections
Elected members	Letters - E mails Forms	Elected members Democratic Services HMRC	Hard copy Councillors files ADC & MDC	Democratic Service HMRC Auditors Internal/External	High Risk	Current + 6 years	To justify payments made to employees	Via confidential waste bins	Yes Emp name Emp number Emp address Bank details Address NI number Pay information	Legal Obligation/Legitimate Interest	Paper	Current HR filing room Older Basement	7 years	HR Manager	Payroll team Internal audit External audit Democratic Services
Union deduction files	Application forms	Employees	Hard copy Retained in union files ADC Unison MDC Unison ADC GMB MDC GMB	No-one	High Risk	Current + 6 years	To justify deductions taken from employees	Via confidential waste bins	Yes Emp name Emp number Emp address Date of Birth Tel No./e-mail NI number	Legal Obligation/Legitimate Interest	Paper	Current HR filing room Older Basement	7 years	HR Manager	Payroll team Internal audit External audit

ICT

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
The new Web Site Portal will allow users to register their names and addresses to gain information relating to their services.	Name, Address, key system identifiers - Housing Tenancy agreement references, Council Tax references, Benefit references and any service requests available via the portal	Directly from the customer.	Via the portal database or via email to complete a service request.	The department providing the service to the customer, via email or directly into the end system database, otherwise stored in the portal database.	Low, the design of the portal means the customer can request the deletion of their account, this will remove all details from the web portal database other than the job requests history, but without name and address details.	For the length of time the customer is an active user.	To provide the customer with a history of their service requests.	By the customer, the database records have all reference to the name and address removed.	Name, address, post code.	Legitimate Interest/Public Task/Consent: the individual has given clear consent for us to process their personal data for a specific purpose. To provide required services for example bin day collections enquiry, bulky waste requests or councillor/ward information. The data is not publicly visible and is for the sole use of that individual only. The use is for their communication, information provided by the council and contractual requests to the council.	Electronically stored in a Microsoft SQL database	Within the councils ICT Suite at the Civic Centre.	Unlimited	ICT Manager	All service delivery staff
Email	Email and attachments	customers, staff and businesses	to individual email accounts for reading and processing	customers, staff and businesses	Low, emails are a means to pass information and are not for storing information	2 weeks within the email servers and 2 years (up to almost 3) in the email archive server, which is cleansed back to 2 years every April.	provide communication over any matter within the remit of the council services.	either by the recipient or by the IT team when the archive is cleared down to 2 years every April.	Could potentially contain any data.	Legitimate Interest/Public Task/As a legitimate method of communicating with the council to provide information from and to customers and businesses in the daily provision of services.	Electronically stored in the councils Email servers and Email Archive server	Within the councils ICT Suite at the Civic Centre.	An estimate of 500 to 1000 service requests or communications per month via email that will contain name, address and contact details and approx. 10,000 other.	ICT Manager	All service delivery staff, customers and businesses as legally permitted.

Parks and Amenities															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Bookings	Application forms	individuals	spreadsheets	service area	low	3 years	income records	shredding	names, addresses, emails and telephone numbers	Contract	spreadsheets	U drive and paper forms	200	Parks Manager	service areas/ police/ HSE
Allotments	data base, agreements	individuals	data base	service area	low	6 years	income, rental agreement	delete and shreddng	names, addresses, emails and telephone numbers	Contract	data base, paper copy	Stand alone only accessible by Janine Fisher	615	Parks Manager	Service area
Friends groups	spread sheets	individuals	spreadsheets	n/a	low	6 years	contact	delete as required	names, addresses and e-mail	Public Task	spreadsheets	Parks admn U drive	10	Parks Manager	service areas/ councillors with consent frm member
Best gardens	spread sheets	individuals	spreadsheets	n/a	low	1 year	contact	delete as required	names, addresses, email telephone	Public Task	spreadsheets	parks admin u drive	20	Parks Manager	service area

Palace Theatre															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Selling of tickets, managing the payments and related marketing activities.	Ticket Sales and payment information (payment card information not retained)	Individuals	Input into Box Office ticketing system	Nobody	Medium	18 months from the last date of ticket purchase	Customer interests are monitored by the system to allow for future marketing activities. Also to confirm purchasing activity in case of query. Processing is necessary to fulfil the contractual obligations of the ticket selling process. Customers opt in to receive marketing information	Delete electronic records	Yes	Contract	Electronic	Cloud. Password and user protected.	22000	Cultural Services Manager	Relevant Palace Theatre staff. Contact information is shared with mail sort house (one off share, 3 times per annum - names and addresses only on encrypted disc)
Managing a Youth Theatre in four age groups from 5 to 19 years.	Students' and parents' information	Individuals	Paper application form is completed. Emergency contact number is added to the register. Payment is made through the Box Office system but card details not retained.	Nobody	Low	As long as child is member of the Youth Theatre.	Youth Theatre needs contact details and personal information such as age, any medical conditions, to be able to ensure that the child is in the correct age group and receives the necessary attention/safeguarding.	Delete electronic and paper records.	Yes, including images	Contract	Electronic and paper	Paper documents are stored in a locked cabinet in a locked room with restricted key access to the cabinet. Electronic records are stored on the Education Manager and Youth Theatre Administrator's personal drives. Intention is to put sensitive information on a password protected shared drive.	Approx 80 records	Education Manager	Education Manager, Youth Theatre Administrator, Youth Theatre Tutors, Assistant Youth Theatre Tutors.
Recording of information related to productions staged.	Names and contact details of professional production companies and representatives as well as local amateur theatre societies, including email correspondence	Individuals	Paper files are retained holding all of the information.	Nobody	Low	7 years	Records are revisited as a guide to whether the show should be booked again and what the deal, ticket price should be, etc. Financial information retained for 7 years	Delete electronic and paper records.	Yes, with regard to the records of local amateur societies that hire the Theatre. The Society's Secretary or Chairman is likely to have provided their contact details.	Contract	Electronic and paper.	Archived paper documents are stored in a locked cupboard. Active files are stored in cabinets in locked offices with restricted key access. Electronic records are stored on the Cultural Service Manager's personal drive.	700 records	Cultural Services Manager	Education Manager, Front of House Team Leader, Bar Supervisor, Marketing Manager, Marketing Assistant, Technical Manager, Assistant Technical Manager, Theatre Administrator.
Retention of letters written by the public for a variety of reasons.	Paper and electronic	Individuals	Paper and electronic.	Nobody	Low	12 months	Letters are filed as a matter of course to prove that the matter has been addressed, if need be.	Delete electronic and paper records.	Yes. Names & Addresses	Public Task	Electronic and paper.	Archived paper documents are stored in a locked cupboard. Active files are stored in cabinets in locked offices with restricted key access. Electronic records are stored on the personal drives of the various members of staff.	150 records	Cultural Services Manager	Nobody.
Maintenance and use of a Schools' Contact database.	Electronic and paper.	Individual teachers contact details.	Electronic and paper.	Nobody	Low	As long as it is current and accurate.	School contact details are vital for the Education section to communicate with the relevant teachers in different schools to inform them of educational programmes available from the Theatre for their pupils.	Delete paper and electronic records.	Yes, as some teachers have provided their personal email addresses.	Consent	Electronic and paper.	Paper documents are stored in a locked office with restricted key access. Electronic records are stored on the Education Manager's personal drive as well as on a shared drive with the Youth Theatre Administrator which will be password protected.	10 records	Education Manager	Education Manager, Youth Theatre Administrator, and Marketing Staff
Retention of contact details of local members of the public interested in Participatory Theatre work and New Writing Projects.	Electronic and paper.	Individuals	Electronic and paper.	Nobody	Low	For as long as they participate	Records are retained as long as they are current and accurate as a means of contacting local individuals who have expressed an interest in being involved in participatory theatre and new writing projects as a means of informing them of forthcoming events.	Delete paper and electronic records.	Yes	Consent	Electronic and paper.	Paper documents are stored in a locked office with restricted key access. Electronic records are stored on the Education Manager's personal drive.	30 records	Education Manager	Nobody.

Retention of photographs of Youth Theatre children in production-related activities.	Electronic and disc format.	Photos are taken during rehearsals / performances	Electronically	Media outlets and publishing houses. Used on Website and Facebook.	Low	Until consent is withdrawn	The Youth Theatre requires photographs to help publicise its activities and thereby recruit additional members. Photographs are used in various media to attract new students and to promote the productions in which they perform in a bid to sell more tickets.	Delete electronic records and shred discs.	Yes (images)	Contract & Consent - Parents / guardians sign a document authorising photographs of their child to be taken and used for publicity purposes when they enrol on the Youth Theatre. If permission is not granted, the	Electronic and disc	Education Manager and Youth Theatre Administrator's personal drives as well as on a shared drive. Intention is to put on password protected shared drive. Discs are stored in a locked cupboard.	200 images	Education Manager	Education Manager, Youth Theatre Administrator, Marketing Staff
Retention of staff personal records such as PDR forms, sickness reports, etc.	Paper and electronic	Individuals	Electronic and paper.	Human Resources and Payroll	Low	PDR - As long as the person is still employed at the Theatre. Sickness whilst active within policy	Records are kept as part of the efficient management of staff	Delete paper and electronic records.	Yes	Processing is necessary to maintain comprehensive staff records to ensure that both employees and management are properly represented.	Paper and electronic.	On individual managers' hard drives. Paper records are secured in locked filing cabinets.	36 files	Cultural Services Manager	Human Resources and Payroll

Facilities Management															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Health and Safety	Risk Assessments - General, fire, legionella etc	In house via Risk Management or external companies	Electronic or paper	Facilities team, Property Services, Building managers some information available to staff through intranet	High	Until information is revised or superceded	Compliance monitoring, managing health and safety risk	Confidential waste bin	Unlikely, will contain company data	Statutory compliance requirement/Public Task	Electronic or paper	In building manuals held on operational sites, on facilities drive an the intranet, on the Technology Forge asset database	300+ Documents	Risk Management, Facilities	Facilites Management, Risk Management, Building Managers
	Asbestos management documentation - Register, inspection records, asbestos works docs,etc	In house via Risk Management or external companies	Electronic or paper	Facilities team, Property Services, Building managers some information available to staff through intranet	High	Until information is revised or superceded	Compliance monitoring, managing health and safety risk	Confidential waste bin	Unlikely, will contain company data	Statutory compliance requirement/Public Task	Electronic or paper	In building manuals held on operational sites, on facilities drive an the intranet, on the Technology Forge asset database	150+ Documents	Risk Management, Facilities	Facilites Management, Risk Management, Building Managers

Building Control

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Processing of Building Regulations Applications (including Full Plans, Building Notices, Regularisations and Partnering Applications)	Application forms, plans, supporting information, payment receipts, fire officer and structural engineers consultations and responses, officer correspondence, assessment sheets, decision notices, site inspection records and completion certificates	Individuals, Buisnesses and Agents	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	External Consultees (Fire and Structural Engineers). Internal Departments. Solicitors/ Individuals for FOI requests.	High	In perpetuity. Paper files also held for life of application	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards, Microfiche and Index Cards	14020 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Pre-Application Advice Requests	Application forms, plans, supporting information, officer correspondence and site inspection records	Individuals, Buisnesses and Agents	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	Internal Departments Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of application	Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards	4 Full A4 Lever Arch Files	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Initial Notices	Initial Notice document, plans, supporting information, decision notices and Final Certificates	Approved Inspectors	Input into Uniform Database and Uploaded to DMS.	Nobody	Low	In perpetuity.	Statutory Requirement	Delete Electronic Records	Names, addresses.	Public Task/Legal Obligation	Electronic documents	Uniform Database, DMS, Filing Cupboards	1663 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Competent Person's Notifications	Notifications of works	Competent Person Bodies	Input into Uniform Database and Uploaded to DMS.	Nobody	Low	In perpetuity.	Statutory Requirement	Delete Electronic Records	Names, addresses.	Public Task/Legal Obligation	Electronic documents	Uniform Database	90445 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Investigation of Dangerous Structure Complaints	Initial report, site inspection records, officer correspondence, Section 77 and 78 Notices, contractors invoices and MDC invoices to owner	Individuals, Internal Departments, Councillors, External Agencies (e.g. Police, Fire)	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	Internal Departments. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of investigation	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards	1138 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Investigation of Unauthorised Development or Building Regulations Contraventions	Initial report, site inspection records, officer correspondence, Section 35, 36 and 95 Notices, legal proceeding correspondence	Individuals, Internal Departments, Councillors, External Agencies (e.g. Police, Fire)	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	Internal Departments. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of investigation	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards	1 Full A4 Lever Arch File	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Notifications of Demolition Works	Section 80 Notice (notification to LA), consultee notifications, Section 81 and 82 Notices (acceptance of S80 Notice), site inspection records	Individuals, Buisnesses and Agents	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	Internal Departments. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of notification	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards	287 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Building Control Officer General Correspondence (answering general building regulations and building control enquiries)	Letters and Emails	Individuals, Agents, Councillors, External Agencies	Saved to individuals folders on J Drive	Nobody	Low	Three years	Service Delivery at Customer Request	Delete Electronic Records	Names, addresses, email addresses, telephone numbers	Public Task	Electronic and paper documents	J Drive		Development Services Manager	Accessed by Development Services J Drive Users

Planning Policy

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Objective	Consultation documents and responses, attachments, site submission forms, consultee information	Individuals, businesses, agents and contractors	Input into the objective web based consultation portal. Consultation comments published online.	Names are published on the MDC interactive local plan (available to the public online)	High	The lifetime of the MDC Local Plan 2013 to 2033	Statutory requirement	Delete electronic records and shredding paper copies	Names, signatures, addresses, email addresses, telephone numbers, fax numbers, house values (occasionally)	Public Task/Legal Obligation	Electronic and paper documents	Objective online web portal	1361 consultees, 181 agents	Development Services Manager	Accessed by planning policy team and external consultants
HEELA	Extent of land ownership, details of land type, site plans, contact information	Land Registry, land owners and agents	Input into HELAA database	Site plans are sent to individuals (concerning their own land), sometimes via an agent	Low	Contact details are kept until the site has been developed. Site information will be kept for the duration of the MDC local plan 2013 to 33.	Evidence for the MDC Local Plan 2013 to 33, Yearly Monitoring	Delete electronic records	Names, addresses, email addresses, telephone numbers, fax numbers, land value (occasionally)	Public Task/Legal Obligation	Electronic	J Drive	198 sites	Development Services Manager	Accessed by planning policy team and external consultants

Planning - Development Management															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Processing of Planning Applications (including Advertisement Consent, Works to Trees Notifications, Prior Notifications, Listed Buildings, Non Material Amendments and Discharges of Conditions)	Application forms, plans, supporting information, payment receipts, statutory and neighbour consultations and responses, officer correspondence, reports and assessment sheets and Decision Notice	Individuals, Buisnesses and Agents	Input into Uniform Database, Uploaded to DMS and redacted documents published online. Paper files also held for life of application and appeal period	External Statutory and Internal Consultees, neighbours and interested parties. Solicitors/ Individuals for FOI requests. Occasionally External consultants (e.g. District Valuer)	High	In perpetuity. Paper files also held for life of application and appeal period	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards, Microfiche and Index Cards	42,717 uniform records	Development Services Manager	Accessed by Development Services Idox System Users and Public Access Users
Processing of Planning Application and Enforcement Notice Appeals	Appeal forms, appeal statements, payment receipts, officer correspondence and reports, Planning Inspectorate correspondence and Decision Notice	Individuals, Buisnesses and Agents	Input into Uniform Database and uploaded to DMS	Neighbours and Interested Parties and Planning Inspectorate. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of application and appeal period	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards, Microfiche and Index Cards	323 uniform records	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Pre-Application Advice Requests	Application forms, plans, supporting information, payment receipts, officer reports and correspondence	Individuals, Buisnesses and Agents	Input into Uniform Database and uploaded to DMS	External and Internal Consultees. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of request	Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Contract	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards, Microfiche and Index Cards	2377 uniform records	Development Services Manager	Accessed by Development Services Idox System Users
Investigation of Enforcement complaints (including High Hedge Complaints) - breach or no breach	Service request forms, officer correspondence and Enforcement Notices	Individuals, Internal Departments, Councillors, External Agencies (e.g. Police)	Input into Uniform Database and uploaded to DMS	Share with other departments if necessary. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of investigation.	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Uniform Database and DMS	10,695 uniform records	Development Services Manager	Accessed by Development Services Idox System Users
Preparation of Tree Preservation Orders	Statutory and neighbour consultations and responses, officer correspondence, reports and assessment sheets, Tree Preservation Order Document	Individuals	Saved to TPO folder on J Drive	Internal and External Consultees, neighbours and Interested Parties. Individuals for FOI requests.	Low	In perpetuity. Paper files also held for life of TPO	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	J Drive	2484 electronic files	Development Services Manager	Accessed by Development Services J Drive Users
Planning Officer General Correspondence (answering general planning enquiries)	Letters and Emails	Individuals, Agents, Councillors, External Agencies	Saved to individuals folders on J Drive	Nobody	Low	Three years	Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, email addresses, telephone numbers	Public Task	Electronic and paper documents	J Drive		Development Services Manager	Accessed by Development Services J Drive Users

Technical Support and Land Charges - Development Services

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Land Charges - Processing requests for searches	Search request forms, plans, payment receipts	Individuals, Solicitors, Search Companies	Input into Idox TLC System. Paper Files. Saved to J Drive	Address data only sent to Internal Departments. External Partners (eg. NCC Highways)	Low	Paper based client information kept 7 years. Register indefinitely.	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Client Data in Idox TLC. J Drive. Register Cards. Basement storage.	Every address in Mansfield District. Plus 27 records of Client data	Development Services Manager	Accessed by Development Services Idox System Users
Processing of Householder and Commercial - Do I require Planning Permission or Building Regulations permission enquiries	Application forms, plans, supporting information, payment receipts, decision notices etc.	Individuals, Buisnesses and Agents	Input into Uniform Database and Uploaded to DMS. Paper files also held for life of application.	Internal departments if necessary.	Low	In perpetuity. Paper files also held for life of application	Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Contract	Electronic and paper documents	Uniform Database, DMS, Filing Cupboards, Microfiche and Index Cards	1975 Uniform Records	Development Services Manager	Accessed by Development Services Idox System Users
Processing requests for Street Naming and Numbering	Application forms, plans, support information, payment receipt and letters of confirmation	Individuals, Buisnesses and Agents	Saved to SNN folder on J Drive	Royal Mail, Statutory Bodies and Internal departments	Low	In perpetuity.	Part Statutory Requirement/ Part Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Part Public Task/ Legal Obligation Part Contract	Electronic and paper documents	SNN folder on J Drive	2259 files on J Drive	Development Services Manager	Accessed by Development Services J Drive Users
Processing of completed S106 Legal Agreement to pursue developer contributions and monitor spending	Legal Agreements, Completion Summaries, Correspondence to developers, invoices	Legal Department, Developers	Data Input into S106 Database and documents saved to qnap01 area of server	Internal Departments	Low	In perpetuity.	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	S106 Database and qnap01 area of server	1776 files on qnap01	Director - Place and Well Being	Accessed by S106 Database Authorised Users
General requests for information (e.g. Complaints, FOI requests, copy Decisions, Agreements etc)	Letters, Emails	Individuals	Individuals folders on J Drive and CRM system	Nobody	Low	Three years	Service Delivery at Customer Request	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Public Task	Electronic and paper documents	Individuals folders on J Drive and CRM system	variable	Development Services Manager	Accessed by Development Services J Drive Users
Customer Satisfaction Surveys	Completed survey forms, covering letters	Applicants and Agents	Customer Surveys folder on J Drive	Nobody	Low	Three years	Improvements to Service Delivery	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Public Task	Electronic and paper documents	Customer Surveys folder on J Drive	106 files on J Drive	Development Services Manager	Accessed by Development Services J Drive Users
Records of Invoices and Repayments for Planning and Buildings functions	Cash Payment Vouchers, Invoices, Receipts	Individuals, Buisnesses and Agents	Individuals folders on J Drive	Nobody	Low	Three years	Statutory Requirement	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers	Public Task/Legal Obligation	Electronic and paper documents	Individuals folders on J Drive	variable	Development Services Manager	Accessed by Development Services J Drive Users
Personnel Records	PDR Forms, Sickness Records, Occupational Health Forms and Reports	Staff	H Drives	Human Resources and OH consultants	Low	For length of contracts	Staff monitoring	Delete Electronic Records and Shredding Paper Copies	Names, addresses, emails, telephone numbers, medical details	Consent	Electronic and paper documents	H Drives and in locked filing cupboards	150 files on DC H Drive	Development Services Manager	Planning Managers

Revenues & Benefits

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Northgate (Council Tax, Business Rates & Benefit)	Taxpayer & claimant database	Customers, VOA, DWP	Manual input & automatic import	Council Tax, Business Rate, Benefit, BID &	High	6 years or until data no longer required for admin purposes	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	Northgate & J:Drive	Too large to specify	Deputy Chief Executive & Director of Commerce & Customers	Revenues Staff & other authorised users
Information @Work (Document Management System)	Taxpayer & claimant document database	Council Tax, Business Rates, Benefit, BID & Sundry Income stakeholders	Manual input & automatic import	Council Tax, Business Rate, Benefit, BID & Sundry Income stakeholders	High	6 years or until data no longer required for admin purposes	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	Info@work cache server	Too large to specify	Deputy Chief Executive & Director of Commerce & Customers	Revenues Staff
	Debtor database	MDC departments	Manual input & automatic import	Sundry Income stakeholders	High	6 years or until data no longer required for admin purposes	Collection purposes	Deletion of electronic records	Yes	Public Task	Electronic	ASH	Too large to specify	Deputy Chief Executive & Director of Commerce & Customers	Revenues Staff & other authorised users
	Taxpayer & Claimant database	Council Tax, Business Rates, Benefit, BID & Sundry Income stakeholders	Manual Input	Revenue Services Staff	High	6 years or until data no longer required for admin purposes	Audit purposes	Deletion of electronic records	Yes	Public Task	Electronic	Q-Nomy	Too large to specify	Revenues and Benefits	Revenues Staff
	Scanned paper records	Council Tax, Business Rates, Benefit, BID & Sundry Income stakeholders	Manual Input	Info@Work system to create electronic copy	High	6 weeks for paper records	Audit purposes	Destruction of paperwork	Yes	Public Task	Paper	Secure locked cabinet	Too large to specify	Revenues and Benefits	Revenues Staff
Capita (Payment System)	Customer Payment Details (excluding card numbers etc)	Individuals making payment to MDC	Manual, Chip and Pin, Internet, Payment Line, Cheque Processing, Cash	Relevant service department, accountancy, banks and card providers for payment transaction	High	6 years	Audit purposes	Deletion of electronic records	Yes	Public Task	Electronic	Hosted Cloud solution - Capita	Too large to specify	Deputy Chief Executive & Director of Commerce & Customers	Revenues Staff & other authorised users
Microgen BACWAY (Direct Debits/BACS payment system)	Payment profiles and related data	Internal systems - Council Tax, Payroll, Creditors, Housing, Debtors, Business Rates, BIDS	Manual import of payment file and electronic processing	Stakeholder banks	High	6 years	Audit purposes	Deletion of electronic records	Yes	Public Task	Electronic	Bacway - Internal System	Too large to specify	Deputy Chief Executive & Director of Commerce & Customers	Authorised users (MDC)
Recovery / enforcement action (Council Tax & Business Rates)	Enforcement Agent Instruction Files	Northgate	Securely transferred to EA's	EA's	High	6 years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 500	Recovery Team Leader	Revenues Staff
	Enforcement Agent Remittances	Enforcement Agents	Stored for audit purposes	N/A	High	4 years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 100	Recovery Team Leader	Revenues Staff
	Bankruptcy/Charging order cases	Northgate	Excel & paper case files	External solicitors	High	Until debt paid	Statutory Requirement	Deletion of electronic records & shredding	Yes	Public Task	Electronic & paper	J:Drive & secure cabinet	Upto 50	Recovery Team Leader	Revenues Staff
	Northgate Business Objects output	Northgate	Excel files	N/A	High	12 months	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 1000	Recovery Team Leader	Revenues Staff
	Committal Cases	Northgate	Excel & paper case files	Magistrates' Court & Enforcement Agents	High	Until debt paid	Statutory Requirement	Deletion of electronic records & shredding	Yes	Public Task	Electronic & paper	J:Drive & secure cabinet	Upto 20	Litigation & Court Officer	Revenues Staff
	Liability Order Court Lists	Northgate	Northgate Output	Magistrates' Court	High	10 Years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic & paper	J:Drive & basement	Upto 2000	Litigation & Court Officer	Revenues Staff
	Recovery documents issued	DSI	Northgate Output	DSI	High	6 Years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 2000	Recovery Team Leader	Revenues Staff
	DWP Payment Files	Northgate	N/A	N/A	High	6 Years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 1500	Recovery Team Leader	Revenues Staff
	Write Off	Northgate	Spreadsheet & paper copy for authorisation	N/A	High	6 Years	Statutory Requirement	Deletion of electronic records & shredding	Yes	Public Task	Electronic & paper	J:Drive & basement	Upto 1000	Recovery Team Leader	Revenues Staff
	Enforcement Files	Northgate	Excel & Word	N/A	High	6 Years	Statutory Requirement	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 500	Recovery Team Leader	Revenues Staff
Sundry Income Collection	Collection Agent Instruction Files	ASH	Securely transferred to Collection Agents	Collection Agents	High	6 years	Collection purposes	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 500	Recovery Team Leader	Revenues Staff
	Collection Agent Remittances	Collection Agents	Stored for audit purposes	N/A	High	4 years	Collection purposes	Deletion of electronic records & Shredding	Yes	Public Task	Electronic	J:Drive	Upto 100	Income & Collection Manager	Revenues Staff
	Write Off	ASH	Spreadsheet & paper copy for authorisation	N/A	High	6 Years	Collection purposes	Deletion of electronic records & shredding	Yes	Public Task	Electronic & paper	J:Drive, secure cabinet & basement	Upto 1000	Recovery Team Leader	Revenues Staff
	ASH user records	ASH users	Stored for audit purposes	N/A	Low	Term of employment	Audit purposes	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 500	Income & Collection Manager	Revenues Staff
	Review reports	ASH	Review & monitor arrears	N/A	High	Until debt paid	Collection purposes	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 2000	Recovery Team Leader	Revenues Staff
	Legal files	ASH	Review & monitor arrears	Legal	High	Until debt paid	Collection purposes	Shredding	Yes	Public Task	Paper	Secure cabinet	Upto 200	Recovery Team Leader	Revenues Staff
	Garden Waste Invoices	DSI	ASH output	DSI	High	6 Years	Collection purposes	Deletion of electronic records	Yes	Public Task	Electronic	J:Drive	Upto 5000	Income & Collection Manager	Revenues Staff
Post Room	Paper correspondence - received and despatched	Internal departments and individuals/organisations sending correspondence to MDC	Manual	Appropriate department and individuals/organisations	High	Departmental retention policies apply for incoming mail, outgoing mail not relevant	Communication with internal and external customers, agencies and stakeholders	Not applicable - Departmental policies will apply	Yes	Public Task	Paper	Post Room - Cotag door, combination lock for permitted staff	Varies - Between 100 - 6000	Support and Technology Manager	Relevant departments and external providers e.g. Royal Mail and recipient of mail item.
DSI (external mailing company)	Electronic CSV files containing Council Tax, Business Rates, BID, Sundry Debtor and Benefit customer information	Revenues and Benefits - Northgate and ASH systems.	Uploaded electronically to a secure portal for processing by DSI	DSI	High	6 Years	Production of outgoing mail items	Deletion of electronic outputs - paper outputs sent to addressee	Yes	Public Task	Electronic/Paper	Secure Dsi Portal / J:Drive	Too large to specify	Revenues and Benefits	Relevant staff to upload/download files.
Attendance Management	Staff sickness records	Employees	Manual on Access database	N/A	Low	2 years after action completed	Required for absence triggers	Manual deletion	Yes	Public Task	Electronic	J:Drive	less than 100	Revenues and Benefits	Revenues & Benefits Team management
Revenues Database	HB Appeals tracking	Appellant (apparel stored on Information @ Work)	Manual on Access database	N/A	Low	6 Years	Required to track progress of Housing Benefit appeals	Manual deletion	Yes	Public Task	Electronic	J:Drive	Upto 500	Revenues and Benefits	Revenues & Benefits Team management
Landlord Schedules	Landlord payments	Northgate Benefits	Northgate file	DSI	low	6 years	To track Landlord payments	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Revenues & Benefits Team management
Staff flexi sheets	staff flexi records	Employees	manual on excel spreadsheet	n/a	low	2 years	required for flexi management	Manual deletion	yes	Public Task	electronic	J:Drive	up to 400	Revenues and Benefits	Benefits staff
Bacs records	Bacs reports	Northgate Benefits	scanned in from Bacs website	n/a	low	6 years	HB payments made	Manual deletion	no	Public Task	electronic	J:Drive	up to 300	Revenues and Benefits	Benefits staff
Bencap records	excel spreadsheets	DWP	manual on excel spreadsheet	n/a	Low	6 years	HB restriction to claimants	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Benefits staff
Atlas Folder	excel spreadsheets	DWP	income records imported to Northgate from DWP Datahub	n/a	Low	6 years	Required for Audit and subsidy purposes	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Benefits staff
Framework Starters & Leavers	excel spreadsheets	Framework Housing Association	manually recorded	n/a	Low	6 years	Required for Audit and subsidy purposes	Manual deletion	yes	Public Task	electronic	J: Drive	up to 2500	Revenues and Benefits	Benefits staff
Northgate Benefit Notifications	PDF letter files	Northgate Benefits	Northgate file	n/a	High	6 years or until data no longer required for admin purposes	Required for appeals and complaints process	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Benefits staff
PDP Files Folder	excel spreadsheets	DWP	overpayment recovery records imported from DWP Datahub	n/a	Low	6 years	Required for overpayment recovery management	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Benefits staff
UC Downloads Folder	excel spreadsheets	DWP	Universal Credit award data	n/a	Low	6 years	Required for Audit and subsidy purposes	Manual deletion	yes	Public Task	electronic	J:Drive	Up to 500	Revenues and Benefits	Benefits staff
RTI File Folder	excel spreadsheets	DWP	Earnings and pension changes imported from DWP Datahub	n/a	Low	6 years	Required for Audit and subsidy purposes	Manual deletion	yes	Public Task	electronic	J:Drive	Too large to specify	Revenues and Benefits	Benefits staff
Income & Collection	Valuation Schedules & Lists	Valuation Office	Manually uploaded to Northgate	Valuation Office	High		Database management & collection purpose	Deletion & shredding	Yes	Public Task	Electronic/Paper	J: Drive & secure cabinet	Too large to specify	Income & Collection Manager	Revenues Staff
	Section 44A Applications	Customer & Valuation	Manually uploaded to Northgate	Customer, Valuation	High		Database management & collection purpose	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & Information@W	1000	Income & Collection Manager	Revenues Staff
	Completion Notices	Customer & Valuation	Uploaded to Northgate & I@W	Customer & Valuation	High		Database management & collection purpose	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & Information@W	Too large to specify	Income & Collection Manager	Revenues Staff
	ASH refunds	ASH	Manual input & ASH output	N/A	High	1 month paper & 6 years el	Collection purposes	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & ASH	Too large to specify	Income & Collection Manager	Revenues Staff
	BACS, Bankers Orders & Remittances	BACS & customers	Manual input & Electronic	N/A	High	1 month paper & 6 years el	Collection purposes	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & I@W	Too large to specify	Income & Collection Manager	Revenues Staff
	Daily Reports	Northgate & ASH	Stored for audit purposes on J:Drive	N/A	High	1 month paper & 6 years el	Collection purposes	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & J:Drive	Too large to specify	Income & Collection Manager	Revenues Staff
	Council Tax & Business Rate refunds	Northgate	Manual input & Electronic	Customers	High	14 days & 6 years electron	Collection purposes	Deletion & shredding	Yes	Public Task	Electronic/Paper	Secure cabinet & J:Drive	Too large to specify	Income & Collection Manager	

Waste Litter and Recycling															
Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
	Inspection files	CRM	printed tickets	service area	low	3 months	work flow	shredding	name, address, phone number/ email	enforcement	work ticket	paper copy admin office HLD	100	Service area	contact centre
Waste Management	Assisted collections	Individuals	Spreadsheet/paper form	service area	low	5 years	continuation of serviceservice	deleting/shredding	Name, Address, telephone number	Public Task	spread sheet, application form	Paper copy/U Drive	200	Refuse	Contact Centre
Waste Management	Clinical Collections	Individuals	Spreadsheet	service area	low	5 years	continuation of serviceservice	deleting/shredding	Name, Address, telephone number	Public Task	spread sheet, application form	paper copy/U Drive	60	Refuse	Contact Centre
Waste Management	Bulky collections	CRM	work tickets	service area	low	6 months	work flo	shredding	Name, Address, telephone number	Public Task	work tickets	Admin office HLD	100	Refuse Manager	Contact Centre
Trade Waste	Customer data base	individuals/traders	data base/contract hard copy	service area	low	7 years after closure of contract	financial regulations	deletion and shredding	Name, Address, telephone number	Contract	data base /paper contract	paper copy/U Drive	1000	Manager	ACT/Neighbourhood Wardens
Street Cleansing	CRM Tickets	individuals	work tickets	service area	low	7 years	insurance claims/enforcement	Shredding	Name, Address, telephone number	Public Task	work tickets	paper copy	50000	Manager	Neighbourhood warder
Waste Management	Contamination letters	individuals	Spreadsheet	service area	low	ongoing	enforcement	deletion	Name, Address, telephone number	Public Task	spread sheet	U Drive	500	Manager	Contact Centre
Waste Management	Garden Waste scheme	individuals	Spreadsheet	service area	low	3 years	continuation of serviceservice	deletion	Name, Address, telephone number	Public Task	spread sheet	U drive	40-45000	Manager	Ash Debtors
Waste Management	Refunds	individuals	Spreadsheet	creditors	low	3 years	payment reference	deletion	Name, Address, telephone number	Public Task	spread sheet	U drive	30	Manager	creditors
Waste Management	waste audits	individuals	scanned letters	service area	low	3 years	work flo	deletion	Name, Address, telephone number	Public Task	pdf letter	U drive	500	Manager	contact centre
Waste management	training data base (permenant)	individuals	data base	service area	low	ongoing	qalification confirmation	deletion	Name, Address, telephone number	Public Task	data base	U drive	52	Manager	
Waste Management	training data base (agency)	individuals	data base	service area	low	ongoing	qulification confirmation	deletion	Name, Address, telephone number	Public Task	data base	U Drive	60	Manager	

Transport Management

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access	Volume	Information Asset Owner	Accessed by/Shared with
Transport Management	Contracts	Fleet Manager	File/ U-Drive/Contract Register	No one	Low Risk	6 years	Contract process	Electronic and shredding	Yes	Contract	e-mail	Electronically	30-40	Transport Manager	Departmental
	Quotes														
	Approvals														
	Approvals as drivers	Service Departments/Parks/Vale Rd, etc	Held With Services	Service Managers	Low risk	As long as required	Contract process	Electronic	Yes	Legitimate Interest	e-mail	Electronically	Transport Manager	Departmental	
	Allocations & authorisations for vehicles														
	Fleet Management - names and addresses, medical records	Individuals	Held With Services	HR	Low Risk	6 years	Process	Electronic	Yes	Legitimate Interest	Letter/Electronic	Electronically		Transport Manager	Departmental
	Tracking System - Drivers Name	Individuals	Electronic/E-Mail	Service Managers	Low Risk	As long as required	Process	Electronic	Yes	Legitimate Interest	Electronic	Fleet Software	140	Transport Manager	Departmental
	Vehicle Key System - Drivers Name	Individuals	File	Fleet Manager	Low Risk	As long as required	Process	Electronic	Yes	Legitimate Interest	Electronic	Fleet Software	160	Transport Manager	Departmental
	Tacho Analyst system - drivers name, driving licence number	Individuals	Electronic/E-Mail	Service Manager	Low Risk	As long as required	Process	Electronic	Yes	Legitimate Interest	Electronic	Fleet Software	30	Transport Manager	Departmental
	Staff training records	Individuals	Electronic/E-Mail	HR	Low Risk	6 years	Process	Electronic	Yes	Legitimate Interest	Electronic	Service Drive/Locked Cabinet	7	Transport Manager	Departmental
Staff sick records	Individuals	Electronic/Internal	HR	Low Risk	6 years	Process	Electronic	Yes	Legitimate Interest	Electronic	Service Drive/Locked Cabinet	7	Transport Manager	Departmental	

Marketing & Communications

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
Press/media requests	personal information from journalists	Journalists/Media	Logged onto Vuelio/Notebook when taking call	Relevant internal department	Low risk	indefinitely	To respond to media enquiries	Delete electronic files and shred notebooks	Yes	Legitimate Interest	Electronic and paper	Web based/notebook in locked drawer	1000	Marketing and Communications manager	Marketing & Communications team
Feedback competitions	competition entries	Customers and partners	Captured by SnapSurvey	BTU and Marketing and Comms	Low risk	6 months after competition closes	encourage feedback by running competitions	Delete electronic files	Yes	consent	electronic	electronic drives	200	Marketing and Communications manager	Marketing & Communications team and BTU
Photos, vidoes and consent forms	Photos and videos of individuals or groups and consent forms for children and vulnerable adults	members of the public	Photos and videos sorted electronically and selected from relevant publications and campaigns. Paper consent forms stored in locked cabinet.	Photographs and videos used in social media, publications, websites and issued with press releases.	medium risk	Retain from date consent granted for 3 years	To raise awareness and provide inforamtion about council services and events.	Delete electronic files and shred paper forms	Yes	consent/Legitimate Interest	Photos and videos are electronic other than where used in publications. Consent forms are paper.	Filed in locked cupboard	57000	Marketing and Communications manager	Accessed by Marketing and Comms, shared with all internal departments, designers, partners, public, journalists.
Mailing lists	sign ups to electronic news	Customers	Caputured MDC electronic form, held in central database. Info extracted and added to Mailchimp.	Mailchimp	Low risk	refresh consent every two years	share council news	remove data from Mailchimp database	yes	Legitimate Interest and consent	electronic	MDC database and Mailchimp	1000	Marketing and Communications manager	Marketing & Communications team IT Team Mailchimp
Press release distribution list	Name, email, phone numbers	Gathered by M&C team	Stored on Vuelio for press release distribution	Nobody	Low risk	refresh consent every two years	share council news	Delete records	yes	Legitimate Interest and consent	electronic	Stored on Veulio	611	Marketing and Communications manager	Marketing & Communications team
Sponsors, advertisers, contractors and suppliers list	contact details	Sponsors, advertisers, contractors and suppliers	Stored in database, outlook and mobile phones and used for contact in relation to sponsoship, advertising and supplying services.	Nobody	Low risk	24 months	To promote Council events and give them the opportunity to sponsor	Delete electronic records	yes	Legitimate Interest	electronic	Electronic drive	500	Marketing and Communications manager	Marketing & Communications team
Publication distribution	Database of properties within the district but outside of the royal mail distribution area.	GIS mapping	Stored in database	distribution company or internal department	Low risk	Indefinate - unless boundary changes make this invalid/not applicable	To provide information about council news and activities.	Delete electronic records	yes	legitimate interest and consent	electronic	electronic drives	100	Marketing and Communications manager	Marketing & Communications team
Event notification form	Electronic or paper form	event organiser	electronic form and database to collect information about events happening in the district	Emergency planning, Parks, Safety Advisory Group	Low risk	24 months	To provide health and safety advise to the event organiser	Delete records and shred paper copies	Yes	legitimate interest and consent	electronic or paper	electronic drive or locked filing cabinet	100	Events Officer	Emergency planning, Parks, Safety Advisory Group

Design Services

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process	Contains personal data	Legal basis for processing	Format	Where stored/Access controls	Volume	Information Asset Owner	Accessed by/Shared with
Registration of interest in Low Cost Home Ownership products	Web based application form	Person expressing interest in LCHO	Send to Help to Buy Midlands electronically for them to contact the applicant so they can register with Help to Buy Midlands	Help to Buy Midlands	Hij	No longer than 4 weeks. Once sent to Help to Buy Midlands the application form is deleted	To help people access low cost home ownership opportunities	Email deleted	Yes see cell F2	legitimate Interest	Electronic	Email inbox and sent box of Development Manager	A couple a month on average are received and referred	Development Manager	Shared with Help to Buy Midlands.