

Customer and Local Services

Retention periods for information processed by the **Housing Advice Service**

Records	Retention Period	Action by Department	Action by Jersey Archive
Housing Advice Service forms and supporting documents	Until scanned to information system All inactive data will be held on the CRM system for 10 years, after this date the data will be reviewed and deleted.	Destroy physical copy Review and delete inactive data after the retention period	None
Housing Advice Service - Anonymised statistical data on performance	10 years	Transfer copy to Jersey Archive on a monthly basis.	Archive