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SLM, Locality & Community

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
Grant Aid Scheme	Application forms, case studies paper and electronic	Harold Farr Fund - Individuals, Kirkby Community Benefit Fund - Groups, Infrastructure Grants - Groups	Harold Farr - information received by letter. Kirkby Community Benefit Fund - information received from application forms onto spreadsheet, issue log number, extracting relevant information to front tick sheet. Infrastructure Grants - Cabinet decision to approve following year funding. Funding Agreement developed with Legal. For all grants all relevant information is processed to the S-Drive and updated as necessary	Grants Panel including Members and Officers. Finance - debit notes, transparency code. Legal. Nottinghamshire Community Foundation	High	Paper copies and Electronic - 6 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names, addresses, telephone numbers, email addresses	Contract	Paper/electronic	Electronic - S:drive, Paper - basement storage, locked cabinet	6 lever arch files per year, average of 140 per year to 2017/18	Assistant Director – Place and Wellbeing	Accessed by LCE Team. Shared with - Grants Panel including Members and Officers, Finance, Legal. Nottinghamshire Community Foundation
Service Level Agreements/Contracts	Paper and electronic	Infrastructure Service Level Agreements - Groups	Infrastructure Grants - Cabinet decision to approve following year funding. Funding Agreement developed with Legal. For all grants all relevant information is processed to the S-Drive and updated as necessary	Legal	High	Paper copies and Electronic - 6 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names, addresses, telephone numbers, email addresses	Contract	Paper/electronic	Electronic - S:drive, Paper - basement storage, locked cabinet	1 file per year for each of the 6 groups/organisations	Assistant Director – Place and Wellbeing	Accessed by LCE Team. Shared with - Grants Panel including Members and Officers, Finance, Legal. Nottinghamshire Community Foundation
Health and safety (accident, incident forms)	Paper	First Aid provider (Events)	Written on the day	Health & safety if relevant	Low	4 years from date of accident. For minors for 21 years & 4 months from date of birth	Record of injuries/illness/RIDDOR?		Yes	Health and Safety at Work/safeguarding/Legal Obligation/Legitimate Interest	Paper	?	1 in 3 years approx	P&W/ Health and Safety	Health and Safety
Participant Registration Forms	Paper and electronic	Participant/ Parent/Carer	Written or electronically	Kept in house	Low	1/2years	Medical conditions/ photography/ video consent	Blue shredding Bin	Yes	Health and Safety at Work/safeguarding/Legal Obligation/Legitimate Interest	Paper/electronic	Locked cabinet/ computer	Approx. 200 per year	P&W	P&W
GP Referral Forms	Paper	GP	Passed on to SLM	SLM	Low	Not held at ADC	Medical conditions/ photography/ video consent	? SLM	Yes	Health and safety at Work/safeguarding/Legal Obligation/Legitimate Interest	Paper			SLM	SLM
Volunteering	Enquiry forms, case studies paper and electronic. Registration forms (regular and ad-hoc), paper and electronic	Individuals, groups and schools	Information received from enquiry/application forms onto spreadsheets, extracting relevant information, issue with id badge. All relevant information is processed to the S-Drive and updated as necessary. Paper records are kept	Waste & Environment Section	High	7 years after exiting Volunteering Scheme	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names, addresses, telephone numbers, email addresses, medical information and proof of identity	Contract/Legitimate Interest	Paper/electronic	Electronic - S:drive, Paper - basement storage, locked cabinet	1 lever arch file per year for each of the 4 areas of the District containing between 25 and 75	Assistant Director – Place and Wellbeing	Accessed by LCE Team. Shared with - Asset Management, Waste & Environment. Consent gained via Registration Forms
Group Support	Application forms, case studies paper and electronic	Groups	Information received from application forms onto spreadsheet, issue log number, extracting relevant information	n/a	High	Paper copies and Electronic - 6 years	Assist in service delivery	Delete electronic records and shredding	Yes - names, addresses, telephone numbers, email addresses	Contract/Legitimate Interest	Paper/electronic	Electronic - S:drive, Paper - basement storage, locked cabinet	10 files per year for each of the 4 Districts plus 1 central folder for Community Support applications	Assistant Director – Place and Wellbeing	Accessed by LCE Team. Signposting to relevant internal/external contacts, with consent, when required
Town Centre Retailers	Address and email	Individuals	Input and referenced	No one except individual concerned - BCC'd at all times	Low	Ongoing	Assist in service delivery	Delete / shred	Yes	Contract/Legitimate Interest	Paper/electronic	S:/localities / filing cabinet	80+	Town Centres and Markets Manager	P&W

Leisure Centres All data held by SLM in accordance with Outsourced Leisure Agreement 2002, clause 25 Personal Data and managed within SLM Privacy Policy dated November 2017	Application forms, booking forms, health records, Human Resources, payroll. Accident, incident forms. Contractor information, orders, invoices	Customers, members, staff and users of ADC leisure centres. Contractors	Retained by SLM	Data is not shared without express permission of the subject through an opt out policy. With permission, may be shared with third party organisations that provide relevant services under contract including T&C's. ADC does not share this information	ADC low risk. SLM High risk. High volumes of information managed within robust policy	Not held at ADC	Contractual requirement	Periodic system cleanse of electronic information. Paper copies shredded, secure disposal.	Yes. Names, home and email/ip addresses, phone numbers, d.o.b., gender, ethnicity. Health conditions, bank details, recruitment and selection information	Contractual function to manage and operate leisure centres and provide statistical information to authority	Paper/electronic	Some encryption. Stored securely. Rights reserved to store outside of the European Economic Area	Exact number unknown - 3,000 on swim scheme, 5,000 fitness memberships, 1.5 million attendances per annum.	Secured and stored by SLM. Owned by Ashfield District Council	Accessed by authorised SLM personnel only. SLM has an opt out policy for sharing data
Leisure Centre Transformation focus group	Contact details	Group member	Input into spreadsheet	None	Low volume /low risk	During life of group	Customer consultation	Electronic deletion and shred paper copies	Yes Names, email addresses	Legitimate Interest/Consent	Paper/electronic	Stored on password protected file. Paper copy in locked cabinet	20 members	Leisure Performance Officer	None
Agreement for Outsourced leisure provision includes TUPE data	TUPE information spreadsheet	ADC HR section	Retained to facilitate single status payments	None	Medium volume/low risk	During period of contract.	Contractual information	Electronic deletion and shred paper copies	Names, gender, d.o.b. and employment information	Contract	Paper/electronic	Stored on password protected file. Paper copy in locked cabinet	130 individuals	Leisure Performance Officer	SLM Ltd, at commencement of contract
Leisure Centre customer complaints/correspondence	Letters, emails	Leisure Centre users	Retained to conclude complaint, issue	None	Low volume/low risk	2 - 7 years dependant on issue outcome	Common practice	Electronic deletion and shred paper copies	Yes, names, email address, home address	Council function	Paper/electronic	Stored on password protected file. Paper copy in locked cabinet	30 individuals	Leisure Performance Officer	Everyone Active Contract Manager and relevant site team during investigation, thereafter none.
Free swim voucher scheme	Emails, spread sheets	Leisure Centre users	Input to electronic issue of free voucher	Shared with SLM	Low volume /low risk	2 months by ADC	Service delivery	electronic deletion	Yes, names, age email address,	Council function	electronic	Stored on password protected file.	30 individuals	Leisure Performance officer	Everyone Active Contract Manager and relevant site team.
Active Ashfield Talented Athlete Scheme	electronic and paper copy	Scheme applicants	Input to spreadsheet and production of acceptance letter	Shared with SLM	Low volume/low risk	2 years for annual award. Lifetime for lifetime award	Service delivery	Electronic deletion, shred paper copies	Yes, names, age, email address, home address	Legitimate Interest/Consent	Paper/electronic forms, spreadsheets	Stored on password protected file. Paper copies in locked cupboard	50 individuals	Leisure Performance Officer	Everyone Active contract manager and relevant site team.
Markets	Paper copy and electronic Application Forms, Licences and market plans	Market traders	Input to spreadsheets and 'Square' online database	National Fraud Initiative	Low	7 years after trader ceases trading	Service delivery	Delete/shred	Yes: Names, addresses, business names, phone numbers, email addresses, national insurance numbers, date of birth, place of birth, evidence of right to work in UK, insurance details, website addresses, social media details and VAT	Public Task	Paper/electronic forms, spreadsheets and 'Square' online database	Physical copies in Markets Office, electronic copies on S drive and 'Square' online database	200	Town Centres and Markets Manager	Town Centre and Markets Team
Personnel records	Recruitment, DSE, absence management forms - paper and electronic.	Employees, Line Manager, HR	Information received via various forms onto spreadsheets, extracting relevant information. All relevant information is processed to the S-Drive/U-Drive and updated as necessary. Paper records are kept	HR and Payroll	High	7 years after termination of employment	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names, addresses, telephone numbers, email addresses, medical information and proof of identity	Contract/Legitimate Interest	Paper/electronic	Electronic - S:drive/U:drive, Paper - basement storage, locked cabinet	GW - 7 files held per year, one for each line-managed employee	Assistant Director – Place and Wellbeing	HR and Payroll

Markets	Market Plans	Markets team	Individually	input and referenced	Low	7 years	Assist in service delivery	Delete & Shred	Yes	Public task	Electronic &	S:/Markets & Office filing	100+	Markets Retail Manager	Markets team
Markets	Market daily income sheets	Individuals through cashless	input and referenced	Cloud based system	Low	3 years	Common Practice	Delete & shred	yes	Public task	Electronic	Cloud based / br	100+	Markets Retail Manager	Finance and markets team
Markets	Market record sheets	Individuals	input and referenced	n/a	Low	7 years	Assist in service delivery	Delete	Yes	Public task	Electronic	S:/Markets	100+	Markets Retail Manager	Localities Team
Markets	Violent Incident reports	Markets team	input and referenced	HR and Health and safety	Low	5 Years	Common Practice	Delete & shred	Yes	Public task	Electronic &	S:/Markets & Office filing	10	Town Centres and Markets	HR & Health & Safety
Markets	Employee Accident Reports	Markets team	input and referenced	HR and Health and safety	Low	5 Years	Common Practice	Delete & Shred	Yes	Public task	Electronic &	S:/Markets & Office filing	10	Town Centres and Markets	HR & Health and Safety

Asset 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
Property maintenance and facilities management	Works Orders & Contracts	Individuals / contractors	Elf / Civica	Nobody	Low	7 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Database, S Drive, Email, Locked filing cabinet	1000	Asset Manager	Asset Management Team
Building services and caretaking operations	Work Orders & Contracts	Individuals / contractors	Elf / Civica	Nobody	Low	7 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Database, S Drive, Email, Locked filing cabinet	1000	Asset Manager	Asset Management Team
Management of design and building contracts	Contracts & Background Papers	Individuals / contractors	Elf / Civica	Nobody	Low	7 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Database, S Drive, Email, Locked filing cabinet	1000	Asset Manager	Asset Management Team
Community Centres	Room Bookings	Individuals via telephone or email	Input into IR room booking system	Nobody	Low	7 years	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Booking system, email, S drive, Filed in locked cabinet	500	Asset Manager	Asset Management Team
	Keyholders	Individuals via key holder form	Input into spreadsheet, form copy filed in locked cabinet	Nobody	Low	Until key returned	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	S Drive, Email, Filed in locked cabinet	250	Asset Manager	Asset Management Team
	Performance (Satisfaction Surveys)	Individuals	Input into lime survey, form copy filed in locked cabinet	Nobody	Low	Paper copies 1 year	Legal requirement to assist in service delivery	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Data base, S Drive, Email, Filed in locked cabinet	500	Asset Manager	Asset Management Team
	Parking Penalty Charge Notices and payment receipts	PCN, DVLA	Chipside	Input into Chipside Data Base, Form stored in email directory, Season ticket emailed or collected by individual	Baylifts, individuals, courts, TPT, DVLA	Medium	Retain from year records created for 6 years	Statutory function	Delete electronic records and shredding	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	Data base, Servers	500000	NCC
Car Parks	Season Tickets	Individuals via online website form	Input into Chipside Data Base, Form stored in email directory, Dispensation emailed or collected by individual	Nobody	Low	3 years	Request from individual for permit to park	Delete electronic records and shredding of paper copy	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	S Drive, Email, Website, Chipside	50	Asset Manager	Asset Management Team, NCC, NSL
	Dispensations	Individuals via online website form	Input into Chipside Data Base, Form stored in email directory, Dispensation emailed or collected by individual	Nobody	Low	3 years	Request from individual for permit to park	Delete electronic records and shredding of paper copy	Yes - names/addresses etc	Public task and legal obligation	Electronic and paper copies	S Drive, Email, Website, Chipside	200	Asset Manager	Asset Management Team, NCC, NSL

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 hygiene function	Names, addresses, contact details, details of illness, infectious disease, sensitive data from government agencies e.g. FSA. APP database,	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards	Civica APP/paper files stored in a filing cabinet, email, email	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards	high	6 years	Legal requirement, to assist in delivering services	Delete electronic records and shredding	Yes - names/addresses etc	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	1000	Place and Communities Director	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards,
Health & safety function	Names, addresses, contact details, details of illness, diseases, workplace accidents, sensitive data from government agencies e.g. HSE and PHE. APP database, correspondance, email	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards, HSE, solicitors	civica APP/paper files stored in a filing cabinet, email, email	Individuals, businesses, other LAs, County Council, CIEH, FSA, HSE, Gas Safe, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards, Solicitors	high	6 years, 40 years in the case of asbestos related issues	legal requirement, to assist in delivering services	delete electronic records and shredding	Yes - names/addresses etc	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	2000	Place and Communities Director	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards,
Contaminated land, air quality, water quality, air quality, statutory nuisance, waste	Names, addresses, contact details, sensitive data from goveremnt agencies. APP database, correspondance, email	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards, HSE, solicitors, architects, planning consultants, STWA, EA	Civica APP/paper files stored in a filing cabinet, email, email	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards, HSE, solicitors, architects, planning consultants, STWA, EA	high	6 years	Legal requirement, to assist in delivering services	Delete electronic records and shredding	Yes - names/addresses etc	Legal obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	1000	Place and Communities Director	Individuals, businesses, other LAs, County Council, CIEH, FSA, PHE, DEFRA, other Council departments, County Council, Police, Fire service, Trading Standards, HSE, solicitors, architects, planning consultants, STWA, EA
Management of staff	PDRs and sickness records, meeting notes etc. Names, addresses, details of illnesses, details of partners etc	Employees	Stored electronically on network	HR and Corporate safety, lone worker information shared within team.	High	7 years after termination of employment	Required for service delivery and health and safety requirements	Delete electronic records	Yes - names/addresses etc	Contract	Electronic	S Drive/ Personal Drive	9	Place and Communities Director	Staff and HR. Health and safety colleagues

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 Housing/tenants, noise, environmental offences and Fly-Tipping.	Investigation case files (letters, photos, video footage, evidence, emails, statements etc. notes taken from visits and tel calls)	Individuals/Complainants - members of the public, council officers, council staff, officers whilst out on patrol, partner agencies including the Police	S Drive. E-CINS - ASB Case Management System (Cloud). Pocket Notebook (PNB). Iphones, Photo's downloaded from device and stored on the Community Safety S drive/Ecins. Outlook. A4 notebooks.	Caseworker. Team Leader	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	We keep this information in order to investigate, which could lead to potential restorative justice activities or enforcement action. It also could lead to subject access requests, complaints and community triggers. Enables to re-open an investigation	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers. In depth personal information from victims and partners inc. social services records, health and probation etc, police disclosures	Public Task. Vital Interest.	Electronic and Paper Copies.	E-CINS, I phones, Community Safety S Drive. All have username and password. PNB's locked away end of each shift. A4 notebooks personal responsibility to lock away.	Approx 8,000	Community Safety - Service Manager	Mix of consent or data sharing. Accessed by; Nottinghamshire Police, Partner secondments, community safety Team, PSE/Housing (on request), Legal team. Shared by; caseworker
Investigation of Anti Social Behaviour (ASB) cases, including Housing/tenants, noise, environmental offences and Fly-Tipping.	Case files where legal process has taken place	Individuals/Complainants - members of the public, council officers, council staff, officers whilst out on patrol, partner agencies including the Police	S Drive. E-CINS - ASB Case Management System (Cloud). Pocket Notebook (PNB). Iphones, Photo's downloaded from device and stored on the Community Safety S drive/Ecins. Outlook. A4 notebooks.	Caseworker. Team Leader	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	Retained for breaches, potential additional prosecution. It also could lead to subject access requests and community triggers. Allows to re-open an investigation	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers, social services records, police records (PNC)	Public Task. Vital Interest.	Electronic and Paper Copies	E-CINS, I phones, Community Safety S Drive. All have username and password. PNB's locked away end of each shift. A4 notebooks personal responsibility to lock away.	Approx 180 Files	Community Safety - Service Manager	Accessed by; Caseworker, Team Leader, Service Manager, Legal team
RIPA Investigations	RIPA Applications and investigation files	Individuals/Complainants - members of the public, council officers, council staff, officers whilst out on patrol, partner agencies including the Police	RIPA court application forms. Reports to governance officer.	Caseworker. Team Leader	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. Paper based via locked confidential waste bin.	Yes - visual evidence of person/s, Vehicle registration mark (VRM) and incidents	Public Task. Legitimatre interest.	Electronic	Governance officer	1 file	Community Safety - Service Manager	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 - ASB and Nuisance caseworker	S Drive. E-CINS - ASB Case Management System (Cloud). Pocket Notebook (PNB). Iphones, Photo's downloaded from device and stored on the Community Safety S drive/Ecins. Outlook. A4 notebooks.	Community Safety Assistant	Medium	7 Years	We keep this information in order to investigate, which could lead to potential prosecution	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses and date of birth	Public Task. Legitimatre interest.	Electronic	Ecins	600	Legal Team & Community Safety - Service Manager	Partners, Community Safety caseworkers, CPOs 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), PNB.	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. Paper based via locked confidential waste bin.	Yes - names, addresses and date of birth	Public Task. Legitimatre interest.	Electronic	E-CINS - ASB Case Management System (Cloud)	100	Community Safety - Service Manager	Partners, enforcement officers and legal team
Abandoned Vehicles	Reported or spotted potential abandoned vehicles	Individuals/Complainants - members of the public, council officers, council staff	S Drive. E-CINS - ASB Case Management System (Cloud). Pocket Notebook (PNB). Iphones, Photo's downloaded from device and stored on the Community Safety S drive/Ecins. Outlook.	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. Paper based via locked confidential waste bin.	Yes	Public Task. Legitimatre interest.	Electronic and Paper Copies	E-CINS, S 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 versions.	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	Safeguarding. Problematic individuals who require multi-agency support	Delete electronic records. Paper based via locked confidential waste bin straight after 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
Safeguarding Referrals	Cases involving safeguarding issues.	Individuals/Complainants - members of the public, council officers, council staff, MASH	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	Caseworker, Team Leader, Community Safety Service Manager	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. Mobile phone deletion	Statutory requirement	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers. In depth personal information from victims and partners inc. social services records, health and probation etc, police disclosures	Vital Interests. Legal Obligation.	Electronic and Paper Copies	Secure Spreadsheet. 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	Caseworker	Accessed by; Caseworker, Safeguarding Officer, Safeguarding Board, Social Services, Nottinghamshire Police, Health & Educations Services, Third Party Care provider. Shared by; Caseworker, Safeguarding Officer
CCTV Shared Service Arrangement	29 Public Space CCTV Cameras.	29 Public Space CCTV Cameras.	Requests for access to footage through the system. Dedicated Viewing Suite.	Requesting Officer. i.e. police	High	28 days, unless of investigation on use, or as long as a prosecution is on-going	The Council keep this information for prosecution purposes only	Deleted footage on hard drive. Destruction of materials.	Footage of individuals.	Public Task. Vital Interest.	Electronic. On disk(s) if downloaded.	Secure storage, locked.	0	Community Safety - Service Manager	Police/Council direct access to viewing Suite (must confirm purpose and appropriate use, auditable access).
CCTV	Internal redeployable cameras - properties	Requested by Community Safety team, partners and data. Recorded data via cameras.	Stored on hard drives for 28 days. Retained on s drive if required	Caseworker	High	28 days, unless of investigation on use, or as long as a prosecution is on-going	We keep this information for prosecution purposes only	Deleted footage on hard drive	Yes - visual evidence of person/s, VRM's and incidents	Public Task. Vital Interest.	Electronic	Hard Drive connected to camera	Hard drive Capacity 1TB stored for 28 days. Or. Unable to determine	Caseworker	Caseworker inc police
CCTV	External redeployable cameras - lamposts	Requested by Community Safety team, partners and data. Recorded data via cameras.	Stored on hard drives for 28 days. Retained on s drive if required	Caseworker or CCTV control room.	High	28 days, unless of investigation on use, or as long as a prosecution is on-going	We keep this information for prosecution purposes only	Deleted footage on hard drive	Yes - visual evidence of person/s, VRM's and incidents	Public Task. Vital Interest.	On to disc if needed for prosecution	Sim card for 7 days. Handed as exhibit to investigation officer. No copies kept.	Hard drive Capacity 500 GB to 1TB stored for 28 days. Or. Unable to determine	Community Safety - Service Manager	Accessed by; external CCTV contractor, Shared with; investigation officer inc police

Complex Casework.	Case files	Community Safety Team, Residents, Partners.	S Drive. E-CINS - ASB Case Management System (Cloud). Outlook.			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	We keep this information in order to provide ongoing support at the consent of residents. Enables to re-open case.	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers. In depth personal information from victims and partners inc. social services records, health and probation etc, police disclosures	Public Task. Vital Interest.	Electronic	E-CINS, I phones, Community Safety S Drive. All have username and password. PNB's locked away end of each shift. A4 notebooks personal responsibility to lock away.	1,000	Community Safety - Service Manager	Mix of consent or data sharing. Accessed by; Nottinghamshire Police, Partner secondments, community safety Team, PSE/Housing (on request), Legal team. Shared by; caseworker
Domestic Abuse Case Management	MARAC information, case work, DASH.	Community Safety Team, Residents, Partners.	S Drive. E-CINS - ASB Case Management System (Cloud). Outlook. DASH forms submitted.	MARAC, Police, Domestic Abuse Services.	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	We keep this information in order to provide ongoing support at the consent of residents. Enables to re-open case.	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers. In depth personal information from victims and partners inc. social services records, health and probation etc, police disclosures	Public Task. Vital Interest.	Electronic	E-CINS, I phones, Community Safety S Drive. All have username and password. PNB's locked away end of each shift. A4 notebooks personal responsibility to lock away.	2,000	Community Safety - Service Manager	Mix of consent or data sharing. Accessed by; Nottinghamshire Police, Partner secondments, community safety Team, PSE/Housing (on request), Legal team. Shared by; caseworker
DHR	Preliminary Review Forms, Information Management Records.	Police and Partners	S Drive. Outlook.	Community Safety Manager, Community Safety Officer, Panel members, Chair and Author	High	7 years	Statutory Requirement for Crime and Disorder Reduction Partnerships.	Delete electronic records. Paper based via locked confidential waste bin.	Yes - names, addresses, dob, telephone numbers. In depth personal information from victims and partners inc. social services records, health and probation etc, police disclosures	Legal Obligation	Electronic and Paper Copies	S Drive. Outlook.	6	Community Safety - Service Manager	DHR Panel members; shared by Community Safety Officer
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	Community Safety - Service Manager	Accessed by; Community Safety manager, team leaders ; shared with HR and team members (as appropriate)

Customer Services and External Communication

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
Complaints	Comments and Complaints/Ombudsman records	Initial complaint from customer, Councillor or via MP. Data received from the customer and also from relevant council systems relating to the complaint.	Logged on Complaints System on S-Drive and referred to relevant service area for investigation	Data sent to relevant service area for action	Low risk.	6 years	maintain a record of customer complaints that have been dealt with as these can be referred to at a Stage 2 and Ombudsman stage as required	Electronic deletion	Customer complaint letters/ emails. ADC Response letters/emails, MP's letters/emails, Councillor letters/emails, Ombudsmans letter/ emails	Public Task	.pdf files, .word files, jpeg images	S; Drive on central server	760 closed complaints 8 open cpmplaints (as at Feb 2018)	Corporate Manager for Revenues and Customer Services	Internal access only - Customer Services and Revenues/ Customer Services management.
Visitor Records	Signing in sheets	Members of public/corporate	Input onto signing in sheet	No-one	Low risk.	2 years	Security/Fire risk	Shredding	Name and address	Public Task	Paper	Locked in secure cabinet on reception	14000 records	Corporate Manager for Revenues and Customer Services	Revenues and Benefits and Customer Services

Legal

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
Data Breaches	Data Breach Register and individual incident reports	Individuals	s-Drive and paper copy	Nobody	High	current year plus 2 years	Statutory function	Delete electronic records and shredding	Yes	Public Task	Electronic and paper copy	S-Drive	30 records	Service Manager - Legal Services	Legal department
Requests for Information	DPA, FOIA,EIR and RPSI requests and responses	Individuals	Input onto database and S-Drive	Nobody	High	2 years after closure of request	Statutory function	Delete electronic records	Yes	Public Task	Electronic	Information request database and s-drive	8300		Service Manager - Legal Services
Litigation															
The process of managing, undertaking or defending for or against litigation on behalf of the Council	Criminal case files Civil Case files Correspondance Antecedent history	Client dept. Individuals Courts Solicitors Police Probation Service	Emails Input on to case management system	Courts Police Solicitors Probation Service Defendants Co-accused	High	7 years	Statutory function	Delete electronic records/ shred paper files	Yes	Public Task	Electronic and Paper copy	Iken / legal office/ basement	700	Service Manager - Legal Services	Accessed by Legal department/ Shared with defence solicitors/ probation officers/ defendants
Advice															
The process of providing advice on Council matters to Officers, Members and Public	Requests for advice & responses, including contact details of requester, potentially special category data.	Client dept.	Emails/correspondence Input on to case management system	Client dept. Individuals	High	3 years	Statutory function/ required to defend the Council against claims	Delete electronic records/ shred paper files	Yes	Public task/ court proceedings	Electronic	Iken/ legal office/ basement	600	Service Manager - Legal Services	Legal department
Agreements															
Process of agreeing terms between organisations (Note this does not include contractual agreements)	Tree Preservation Orders, S106 , S38 - Agreements. Files & correspondence	Client dept. Other L.A's	Input on to case management system	Client depts. Other L.A's	High	6 years under hand 12 years under seal after contract term expired	Statutory Functions & Acting on instructions of client department	Delete electronic records/ shred paper files	Yes	Public task/ Contract	Electronic and Paper copy	Iken/ legal office/ basement	1200	Service Manager - Legal Services	Legal department
Contractual Agreements															
The process of agreeing terms and conditions for or on behalf of the Council	Contract Files Correspondence	Client dept. Individuals Solicitors Contractors Businesses Companies	Input on to case management system	Client dept. Individuals Solicitors Contractors Businesses Companies	High	6 years under hand 12 years under seal after contract term expired	Acting on instructions of client departments to further the work of the Council	Delete electronic records/ shred paper files	Yes	Public task/ contract	Electronic and Paper copy	Iken/ legal office/ basement	4000	Service Manager - Legal Services	Legal department
Conveyancing															
The process of changing ownership of land or property	Conveyancing Files Correspondence RTB files	Client dept. Individuals Solicitors	Input on to case management system	Client dept. Individuals Solicitors	High	Varies depending on the nature of the transaction generally - Retain from completion of action for 12 years	Acting on instructions of client departments to further the work of the Council	Delete electronic records/ shred paper files	Yes	Public task/ contract	Electronic and Paper copy	Iken / legal office/ basement	4000	Service Manager - Legal Services	Legal department
Standards															
Standards complaints	Complaint file correspondence	Independent Person Complainant Members	Saved on s-Drive	Monitoring Officer	High	Four years	Statutory function	Deletion/shredding	Yes	Public Task	Electronic and paper copy	S-Drive Monitoring Officers office	60	Monitoring Officer	Legal department

Democratic & Electoral 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
	Information on Party Nominating Officers	Political Parties	Stored for useful (but not necessary) information at nomination period	No-one	minimal	1 year	Informative for the RO prior/during nominations period	Shredded and deleted	Name and address	Public Task	paper and electronic	S Drive/ Paper copies in file in locked office	per party each election	Returning Officer (RO)/Acting RO/Deputy RO/LocalRO	Elections Team
	Requests for Full and Edited registers	Local Councillors, MPs, Political parties, credit companies, government bodies ie Electoral Commission, any member of the public	paper or electronic	Applicant	minimal	1 year from last request	Statutory requirement	Shredded	name, address, email address, tel no	Legal Obligation	electronic	S Drive/ Paper copies in file in locked office	92,500 electors	Returning Officer (RO)/Acting RO/Deputy RO/LocalRO/Counting Officer	Elections Team
	Election, polling, postal vote and counting agents and guests details	Election Agent/Candidate	Electronically	Election agent, candidate and the agent guest applicants. Polling station Inspectors, Presiding Officers, Postal Vote opening Manager and Count Security	minimal	1 year	Statutory requirement - storage time for election materials should a petition be called	mass shredding of all election/referendum materials 12 months after polling day	name & address	Legal Obligation	paper and electronic	Secure area in ADC basement	120	Returning Officer (RO)/Acting RO/Deputy RO/LocalRO/Counting Officer	Elections Team
	Statement of persons nominated & notice of poll - candidate & assessor details	Nomination papers	Paper transferred to electronic	Election notice published at the required time on Council noticeboards and website	minimal	21 days	Required legislative storage time for election materials should a petition be called	Public notice remains in the public domain - forms mass shredding of all election/referendum materials 12 months after polling day	name, address & signature	Legal Obligation	paper and electronic	Secure area in ADC basement	80	Returning Officer (RO)/Acting RO/Deputy RO/LocalRO/Counting Officer	Anyone, listed on Website
	Nomination Papers	Hard copy personally delivered to the Returning Officer or Deputy RO	Paper transferred to electronic	election agent/candidate/printer	minimal	21 days	Required legislative storage time for election materials should a petition be called	mass shredding of all election/referendum materials 12 months after polling day	name, address, DOB, signature	Legal Obligation	paper and electronic	secure area in ADC basement/ S Drive	(depends on type of election) max 200	Returning Officer (RO)/Acting RO/Deputy RO	Open for public inspection from close of nominations to polling day (then elections team/ police/ candidate if there was a allegation of malpractice)
	Ballot Papers	Nomination papers	Electronically	Printer	high	30 days	statutory requirement	Printer will destroy ISO 27001 security certified. Also ISO 9001 & IPIA member (Independent Print Industries Assoc)	name & address	Legal Obligation	electronic PDF and paper	Background information on Electoral management software/ S Drive/ Hard copy ballot papers in basement	95,000	Returning Officer (RO)/Acting RO/Deputy RO/LocalRO/Counting Officer	After election sealed and securely stored - only accessed in the event of an election petition by election court
	Marked Copies of Registers	Polling stations and postal vote opening	paper and electronic	Elected Representative, registered Political Party, Electoral Commission, Police Force and other security agencies, government department and other bodies	minimal	1 year	statutory requirement	Mass shredding of all election/referendum materials 12 months after polling day. Electronic file to be deleted	name, address and DOB if approaching 18 years	Legal Obligation	paper and electronic	secure area in ADC basement/ S Drive	75	The Returning Officer	Right of inspection after the election, copies may be provided to people authorised under the Regulations. Destroyed after one year.
	Candidate Election Expenses Forms - Originals and Copy version	Candidate/Election agent	paper copy made for public inspection with names and addresses of any donators redacted	May be sent to the Electoral Commission upon request	minimal	2 years	statutory requirement	May be returned to the election agent/candidate upon a request otherwise shredded	name, address & signatures	Legal Obligation	paper format only	Secure area in ADC basement	80	The Returning Officer	Legal right of inspection for 2 year period
	Completed postal vote packs ballot paper and statement	UK voter, anonymous elector, service voter, overseas voter	official postal vote opening session - manual opening and scanning	political parties	high	1 year	statutory requirement	Mass shredding of all election/referendum materials 12 months after polling day	name, qualifying address, delivery address, DOB & signature, reason for unable to sign, helper's name & address, DOB & signature	Legal Obligation	paper and electronic	secure area in ADC basement	16,800	The Returning Officer	Electors if queried. Police if an election petition is raised by the Courts.
	Ballot box with ballot papers, registers, inspector, poll clerk polling station contact details	The Returning Officer	paper format	Presiding Officers	high	48 hours	Required to provide Presiding Officer with stationery to conduct election	all items returned to RO at close of poll	name, address, DOB	Legal Obligation	paper	Main Committee Room prior to delivery	74	The Returning Officer	Polling staff on and before election day

ELECTORAL SERVICES

Election Results	The Returning Officer	electronically	website	low	Public record	Results of election	Public record papers destroyed as part of mass shredding of all election/referendum materials 12 months after polling day	Names, candidate description	Legal Obligation	Paper copy/ electronic publication	Kept on modern.gov and Council website and file	Depends on number of candidates per election	The Returning Officer	Public information
Current absent voter register	Elector	Paper to electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	5 years	statutory requirement	Updated after 5 years or deleted	name, qualifying address & delivery address	Legal Obligation	electronic	Stored on Express software	16500	The Electoral Registration Officer	Elections Team and authorised persons under the Regulations
Current Overseas Register	Elector	Paper to electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	1 year	statutory requirement	updated after 1 year or deleted	name, qualifying UK address & current overseas/correspondance address	Legal Obligation	electronic/ paper copies	Stored on Express software	250	The Electoral Registration Officer	Elections Team and authorised persons under the Regulations
Current Register of Electors	Elector	electronically and paper version	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	Unofficial access/ loss - High	1 year	statutory requirement	revised after one year/ historical records archived	name, address and DOB if approaching 18 years	Legal Obligation	electronic/ paper copies	Stored on Express Software/ hard copies in locked cabinet in locked office	1 register with details of 94,000 voters	The Electoral Registration Officer	Elections Team, authorised persons under the Regulations/ open for public inspection
Monthly register updates	Elector	electronically and paper version	Political Party, Local Cllr, MP, MEP, Electoral Commission	High	Forms part of register	statutory requirement	Either part of register or archived	name, address and DOB if approaching 18 years	Legal Obligation	electronic/ paper copies	Stored on Express Software/ hard copies in locked cabinet in locked office	1 notice with 1000 changes on it	The Electoral Registration Officer	Elections Team, authorised persons under the Regulations/ open for public inspection
Archive register of electors	Elector	paper version	No-one	High	15 years?	Statutory requirement - needed to check overseas applications	Sent to archivist - spare copies securely destroyed	name, address and DOB if approaching 18 years	Public Task	electronic/ paper copies	Stored on Express Software/ hard copies in locked cabinet in locked office	15 historical registers with details of approx 94,000 registered electors	The Electoral Registration Officer	Elections Team, authorised persons under the Regulations
HEFs Household Enquiry Form - Annual Canvass period telephone/Internet/SMS	ERS contractor/ electors	Electronically	elections team	High	disposed of each Aug	Statutory requirement/ needed to carry our duties	Securely destroyed	name, address, tel no & email address	Legal Obligation/ Public Task	electronic/ paper copies	Stored digitally/ paper copies kept for 1 year	55,000	The Electoral Registration Officer	Elections Team
ITRs Invitation to Register (IERDS data version + paper version)	IERDS/ Elector	Received from elector via a number of formats e.g. email/ phone/ form	elections team	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	current name, previous name, current address, previous address, DOB, nationality, tel no & email address	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 30,000 individuals per year	The Electoral Registration Officer	Elections Team
Overseas registration application	Elector	Paper & Electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	current name, previous name, current overseas address, previous UK address, passport number, place issued, date last reg in the UK, DOB, nationality, tel no & email address	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 250 individuals per year	The Electoral Registration Officer	Elections Team
Person with no fixed or permanent address inc mental health patient and person in remand registration application	Elector	Paper & Electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	current name, previous name, address/place where you spend substantial time, DOB, NI no, nationality, tel no & email address	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 50 individuals per year	The Electoral Registration Officer	Elections Team

Crown servant registration application	Elector	Paper & Electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	name, qualifying address, correspondence address, DOB, NI no, nationality, tel no, email address, employment details, department name, payroll or identifying no	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 50 individuals per year	The Electoral Registration Officer	Elections Team
Service voter registration application	Elector	Paper & Electronic	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	name, qualifying address, correspondence address, DOB, NI no, nationality, tel no, email address, service, rank & service number	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 50 individuals per year	The Electoral Registration Officer	Elections Team
Anonymous voter registration application	Elector	Electronically with no name just an elector number	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	name, qualifying address, correspondence address, DOB, NI no, nationality, tel no, email address, current court order, attestation from qualifying officer	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 50 individuals per year	The Electoral Registration Officer	Elections Team
Postal and Proxy absent voter applications	Elector	Electronically	Political Party, Local Cllr, MP, MEP, Electoral Commission, British Library, HM Justice Courts, ONS, Boundary Commission	low	ongoing whilst elector remains registered/ part of an archive record	Statutory requirement to collect certain elements of the data other information assists in carrying out duties	Paper copies securely destroyed after one year/ electronic information archived on the system with redactions	name, qualifying address, correspondence address, DOB, NI no, nationality, tel no, email address, current court order, attestation from qualifying officer	Legal Obligation/ Public Task	electronic and paper records	Stored digitally/ paper copies kept for 1 year	details of 2000 individuals per year	The Electoral Registration Officer	Elections Team
Staff details	Staff - from application forms/ records of attendance/ training etc	Scanned in or entered on to electoral management system/ stored on a staff database	Staff/ colleagues/ payroll department/ Returning Officer/ Electoral Staff	High	full records 1 year/ database of name and address, bank details, NI number, proof of residency kept	Required to staff elections	Secure destruction of hard copies	Name, address, DOB, NI number, copy of passport or ID, work, home & mobile tel no, email address, bank account details, tax option, car details	Legal Obligation/ Contract	electronic	Express electoral management software/ paper copies in locked office	details of 500 individuals	The Electoral Registration Officer	Elections Team, payroll, elections staff
Council Tax Data	Other Council's/ Council Tax Dept	electronically	No-one	low	1 year	used to update the electoral register	file deleted	Name, address	Public Task	electronic	S Drive/ direct access to C tax database	check 200 records per month	Council Tax	Elections Team
List of daily lets & voids from housing	Housing services	electronically	No-one	low	1 year	used to update the electoral register	file deleted	Name, address, DOB, Ethnicity, reason for termination	Public Task	electronic	S Drive	2 per month	Housing Directorate	Elections Team
Weekly death returns from the Registrars	Revenue services	electronically	No-one	none	1 year	none, used to update electoral register	file deleted	name, address and date of death	Public Task	electronic	S drive	1 per week	Registrar of Births, Deaths and Marriages	Elections Team

COMMITTEE ADMINISTRATION	Signed Minutes	Individuals	Saved as a hard copy / published on line and bound in a annual minute book (held within Democratic Services)	Website	Low	Indefinitely	Statutory Requirement	Shredding and deletion off electronic records	Yes	Public Task	Paper and electronic (unsigned)	Democratic Services Office / on-line (non signed minutes)	Approx 55 meetings per year	Service Manager, Scrutiny and Democratic Services	Democratic Services staff and website
	Audio Recordings of Committee Meetings	Individuals /Committee/ Panels / Officers	Memory Stick / Saved on Democratic Shared Drive	Council on website	Low	Indefinitely	Upgraded voting system installed in 2013 included facility to record meetings held in the Council Chamber	Delete electronically	Yes	Public Task	Electronic	Democratic Shared drive	Approx 20 meetings per year	Service Manager, Scrutiny and Democratic Services	Democratic Services staff and website
	Clerks Notes from Meeting	Democratic Services Officer	Hand written at meetings and used to formulate electronic minutes	N/A	Low	destroyed after electronic minutes have been approved	Contain additional information to the minutes	confidential waste / Shredding	Yes	Public Task	Paper	Democratic Services locked drawers until disposal	Approx 55 meetings a year	Service Manager, Scrutiny and Democratic Services	Individual Democratic Services Team Member responsible for individual meeting
	Agendas	Officers / Democratics Service Officer	Through Electronic Mod.Gov System	N/A	Low	Indefinitely	Statutory Requirement	Shredding	Yes	Public Task	Paper	Council basement and Demcoratic Services cabinet	Large	Democratic Services Manager	Democratic Services Team

Register of Interests (Parish)	Clerk to Parish Council	Saved as a hard copy	N/A	Low	Duration of Office	Statutory Requirement	Shredding	Yes	Public Task	Paper	Demcratic Services files	12 forms	Democratic Services Manager	Democratic Serices Team
Register of Interests (District)	Elected members	Saved as hard copy 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	35 forms	Service Manager, Scrutiny and Democratic Services	Democratic Services Team
Acceptance of Office	Elected members	Hard copy	N/A	Low	Indefinately	Statutory Requirement	Shredding	No	Public Task	Paper	Demcoratic Services cabinet	37 pages in the Acceptance book for each Administration	Service Manager, Scrutiny and Democratic Services	Democratic Services Team
Gifts & Hospitality Register	Elected members	Hard copy	N/A	Low	Indefinately	Statutory Requirement	Shredding	No	Public Task	Paper	Demcratic Services file in cabinet	One booklet	Service Manager, Scrutiny and Democratic Services	Demcoratic Serices Team
Member Notifications to the Information Commissioners Office	Members		ICO	Low	12 months	Statutory Requirement	Delete electronically	yes	Public Task	Electronic	Legal	35	Service Manager, Scrutiny and Democratic Services	Demcoratic Serices Team
Business Continuity Paperwork	Service Manager, Democratic Services and Scrutiny	Elctronic copy on the Democratic Services hard drive	Corporate Performance Team	Low	Indefinately	Best Practice to ensure the continuity of service	Delete electronically	Yes	Public Task	Electronic	Democratic Services hard drive / Pentana / Corporate Performance Team.	1 per annum	Service Manager, Scrutiny and Democratic Services	Demcoratic Serices Team / Corporate Performance Team

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	HMO Licences	landlords & agents and mortgage companies	Input into Flare, paper copy held in file and on HMO Database	landlords & agents and mortgage companies & tenants	high	5 years	Statutory requirement, to assist in delivering services	Delete electronic records and Secure shredding	Yes	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	50	Housing & Asset Directorate	landlords & agents and mortgage companies, Police Social CARE, Fire Service,
	Selective Licences	landlords & agents and mortgage companies	Input into Flare, paper copy held in file and on SL Database	landlords & agents and mortgage companies & tenants	High	5 years	Statutory requirement, to assist in delivering services	Delete electronic records and Secure shredding	Yes	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	700	Housing & Asset Directorate	landlords & agents and mortgage companies, Police Social CARE, Fire Service,
	PSE service requests	landlords & agents and mortgage companies, Police Social CARE, Fire Service,	Input into Flare, paper copy, also held in electronic secure files	landlords & agents and mortgage companies, Police Social CARE, Fire Service,	High	10 years	Statutory requirement, to assist in delivering services & Police of Child protection Proceedings	Delete electronic records and Secure shredding	Yes	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	6000	Housing & Asset Directorate	landlords & agents and mortgage companies, Police Social CARE, Fire Service,
	Caravan Site Licences	Applicants, site occupiers, fire service (on rare occasion)	Input into Flare, paper copy, also held in electronic secure files	Applicants, site occupiers, fire service (on rare occasion)	Medium	licence lifetime	Statutory requirement, to assist in delivering services	Delete electronic records and Secure shredding	Yes	Legal Obligation/ Public task	Electronic and paper copies	APP Database, S Drive, Email, Apps drive (node15) Locked filing cabinet	7	Housing & Asset Directorate	landlords & agents and mortgage companies, Police Social CARE, Fire Service,
Disabled Facilities Grants	DFG grant referrals	Social services: Occupational Therapists	Input into Flare, paper copy held in file	External & internal design agent, building control/planning	High	10 years	Legislation/land charges	Shredding of paper files	Yes	Public Task	Electronic and paper	Flare and paper file - paper file kept in lockable cabinets/basement	Approx 120 per year	Housing Manager	Building Control, Planning, External and Internal design agent
	DFG application forms, including copies of benefits/pensions/bank statements	Client	Paper copy held in file	Nobody	High	10 years	Legislation/land charges	Shredding of paper files	Yes	Public Task	Paper copy	Paper file - kept in lockable cabinets/basement	Approx 120 per year	Housing Manager	Nobody
	Preventative and affordable warmth grants	Occupational therapists/health care professionals/client	Input into Flare, paper copy held in file	External & internal design agent, building control/planning	High	10 years	Legislation/land charges	Shredding of paper files	Yes	Public Task	Electronic and paper	Flare and paper file - paper file kept in lockable cabinets/basement	Approx 120 per year	Housing Manager	Building Control, Planning, External and Internal design agent

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
All Licensing Functions	Public Register of Licence Holders	N/A	Registers extracted via excel reports from Civica App	Public	Low	N/A	Legislation	Confidential waste	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N/A	N/A	Licensing Team Leader	Licensing Team only

LICENSING ACT 2003

Licensing Act 2003	Applications relating to Premises Licences, Club Premises Certificates and Temporary Event Notices	Applicants	N-Drive scan linked to Civica App record (all originals taken held in Archive - requirement to keep all originals)	Statutory bodies via encrypted email	Low	Hard copy applications must be kept back to 2005	Legislation	Save for what is put into Archive - all other documents destroyed by way of Confidential Waste	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only permitted to Licensing Team staff	400 (and increasing by 100 per annum)	Licensing Team Leader	Licensing Team only
Licensing Act 2003	Applications relating to Personal Licences	Applicants	N-Drive scan linked to Civica App record (all originals taken held in Archive - requirement to keep all originals)	Statutory bodies via encrypted email	Low	Hard copy applications must be kept back to 2005	Legislation	Save for what is put into Archive - all other documents destroyed by way of Confidential Waste	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	300 (and increasing by 50 per annum)	Licensing Team Leader	Licensing Team only
Licensing Act 2003	Representations relating to licence applications	Public and Statutory Bodies	S-Drive scan	Applicants, those who made representations, Legal Department, Licensing Sub-Committee Members, Public (by way of public report)	Low	Destroyed once scanned	Once scanned no need to keep originals	Confidential Waste	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team Staff	40 per annum	Licensing Team Leader	Licensing Team only
Licensing Act 2003	Complaints relating to licensed premises & licence holders	Public, Police, Statutory Bodies	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority - legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	200 (increasing by approx 20 per annum)	Licensing Team Leader	Licensing Team only
Licensing Act 2003	Enforcement actions relating to licensed premises & licence holders	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	450 (increasing by approx 50 per annum)	Licensing Team Leader	Licensing Team only
HACKNEY CARRIAGE & PRIVATE HIRE															
Hackney Carriage & Private Hire	Applications relating to drivers, vehicles, and operators	Applicants, DBS, DVLA, Medical Practitioners	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	1100 (increasing by approx 150 per annum)	Licensing Team Leader	Licensing Team only

Hackney Carriage & Private Hire	Complaints relating to drivers, vehicles, operators	Public, Police, Statutory Bodies	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	100 (increasing by approx 75 per annum)	Licensing Team Leader	Licensing Team only
Hackney Carriage & Private Hire	Enforcement actions relating to drivers, vehicles, operators	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority - legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	450 (increasing by approx 350 per annum)	Licensing Team Leader	Licensing Team only

ANIMAL WELFARE LICENSING

Animal Welfare Licensing	Applications relating to Boarding Kennels, Home Boarding, Dangerous Wild Animals, Dog Breeding Establishments, Pet Shops, Riding Establishments	Applicants, Environmental Health, Vets	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority - legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	50	Licensing Team Leader	Licensing Team only
Animal Welfare Licensing	Complaints relating to Boarding Kennels, Home Boarding, Dangerous Wild Animals, Dog Breeding Establishments, Pet Shops, Riding Establishments	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority - legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	10	Licensing Team Leader	Licensing Team only
Animal Welfare Licensing	Enforcement actions relating to Boarding Kennels, Home Boarding, Dangerous Wild Animals, Dog Breeding Establishments, Pet Shops, Riding Establishments	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	10	Licensing Team Leader	Licensing Team only

BODY MODIFICATIONS LICENSING

Body Modification Licensing	Applications relating to Acupuncture, Electrolysis, Ear Piercing, Tattooing Premises and Practitioners, Massage & Special Treatment Premises and Practitioners	Applicants	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	50	Licensing Team Leader	Licensing Team only
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Body Modification Licensing	Complaints relating to Acupuncture, Electrolysis, Ear Piercing, Tattooing Premises and Practitioners, Massage & Special Treatment Premises and Practitioners	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	10	Licensing Team Leader	Licensing Team only
Body Modification Licensing	Enforcement actions relating to Acupuncture, Electrolysis, Ear Piercing, Tattooing Premises and Practitioners, Massage & Special Treatment Premises and Practitioners	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	10	Licensing Team Leader	Licensing Team only

SCRAP METAL DEALERS

Scrap Metal Dealer Licensing	Applications relating to Collectors and Dealers of Scrap Metal	Applicants	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	20	Licensing Team Leader	Licensing Team only
Scrap Metal Dealer Licensing	Complaints relating to Collectors and Dealers of Scrap Metal	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	5	Licensing Team Leader	Licensing Team only
Scrap Metal Dealer Licensing	Enforcement actions relating to Collectors and Dealers of Scrap Metal	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	5	Licensing Team Leader	Licensing Team only

STREET TRADING CONSENTS

Street Trading Consents	Applications relating to Trading on the Street at specified Council adopted locations	Applicants	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	60	Licensing Team Leader	Licensing Team only
Street Trading Consents	Complaints relating to Street Traders	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	3	Licensing Team Leader	Licensing Team only

Street Trading Consents	Enforcement actions relating to Street Traders	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	3	Licensing Team Leader	Licensing Team only
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SEX ESTABLISHMENTS LICENSING

Sex Establishment Licensing	Applications relating to Sex Shops, Sex Cinemas, Sexual Entertainment Venues	Applicants	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only
Street Trading Consents	Complaints relating to Sex Shops, Sex Cinemas, Sexual Entertainment Venues	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only
Street Trading Consents	Enforcement actions relating to Sex Shops, Sex Cinemas, Sexual Entertainment Venues	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only

GAMBLING ACT 2005

Gambling Act 2005	Applications relating to Betting & Gaming Premises	Applicants	N-Drive scan linked to Civica App - originals to locked folder - anything over 3 years of age is archived	N/A	High	Hard copy applications must be kept for 3 years	Legislation	Confidential waste and deletion of scans	Yes	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	N-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only
Gambling Act 2005	Complaints relating to Betting & Gaming Premises	Public	S-Drive scan (since 2016) - Hard Copy only kept if matter relates to seeking "review" of licence (6 year retention requirement - in Archive)	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste and deletion of scans	Yes (Personal Data never shared with licence holder)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only
Gambling Act 2005	Enforcement actions relating to Betting & Gaming Premises	N/A	Enforcement letters saved in S-Drive and linked to licence holder record on Civica App	N/A	Low	Enforcement actions must be retained for 6 years	Legislation	Confidential waste	Yes (Personal Data never shared complainants)	Statutory function of Licensing Authority -legal obligation and Public Task	Electronic & Paper	S-Drive - access only to Licensing Team staff	0	Licensing Team Leader	Licensing Team only

Estates Commercial property

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
Commercial units	Tenant records	Individuals	Entered onto Spreadseet	Legal	Low	10 years	Needed for property leases	paper shredded and electronic records deleted.	yes	Contract - Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract	Paper copies and Electronic format	S:/Estates	100+	Estates Manager	Estates Team
	Waiting list	Individuals	Entered onto Spreadseet	No one	Low	None - rolling	Used to fill vacant units	electronic records deleted.	Yes	Contract - Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract	Electronic format	S:/Estates	1 file	Estates Manager	Estates Team
	Debtors list	Individuals	Entered onto Spreadseet	Revs & Bens / Legal	low	None - rolling	Needed for debt recovery and potential legal action	electronic records deleted.	Yes	Contract - Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity	Electronic format	S:/Estates	1 file	Estates Manager	Estates Team

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	Income records - all held in Barclays.net	All customers & Suppliers	Automatically Uploaded to ICON. ICON sends to feeder systems i.e. Rents CTAX	Accounting Sytems within Finance and Revenues	High Risk	6 years + current year	Statutory Requirement + Provide Service. Information retained to help with any FOI requests, to help with reconciliations and also for budget monitoring and comparison purposes.	Any paper copies are shredded. Electronic is Archived to allow for any payment receipt confirmations to be made and for external audit checks	Names, bank details	Public Task	Electronic & Paper	S:Drive, server, locked away paper copies. Any information stored on ICON requires user name and password.	Thousands	Corporate Finance Manager	Finance & revenues
Insurance	Claim documentation	Solicitors, claimants, insurers, brokers	Manually	Finance Insurance Section	High Risk	Infinite	Statutory Requirement + Provide Service. Information is retained in order to help the Authority defend claims which can go back many years e.g. th 1960s.	Any paper copies shredded. Electronic is Archived	Names, addresses, medical details, witness statements, HR training records	Public Task	Electronic & Paper	S:Drive, server, locked away paper copies	Fifty per year	Corporate Finance Manager	Finance, Legal, Solicitors, brokers
Payroll	Pay, deductions, expenses or benefits, payroll giving schemes	Mansfield District Council	Automatic Electronic transfer to General Ledger	Nobody	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	Payroll Numbers and amounts	Contract	Electronic	Separate Server. S:Drive	Thousands	Corporate Finance Manager	Finance only
	HMRC reports, payments and pension deduction payments	Mansfield District Council	Automatic Electronic transfer to General Ledger	Bank via BACS transfer. N.B. User Name and Password required for Entry on to BACS system.	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	No	Contract	Electronic & Paper	S:Drive, server, locked away paper copies	12 a year	Corporate Finance Manager	Finance only
	Payroll Bacs File	Mansfield District Council	Automatic Electronic transfer to BACS System	Bank via BACS transfer. N.B. User Name and Password required for Entry on to BACS system.	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	Names, bank details and amounts	Contract	Electronic	Server on Smarter Pay	12 a year	Corporate Finance Manager	Finance only
	Pension payment documents	Notts County Council	Manually	Nobody	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	Names, National Insurance numbers and amounts	Contract	Electronic & Paper	Creditors on the Server. Paper copy locked away.	less than 50 a year	Corporate Finance Manager	Finance only
Creditor function	Invoices - including purchase card records	Suppliers and individuals	Manually entered into Creditors system	Departments. Published on internet (redacted for personal information)	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	Names, addresses, telephone numbers, email addresses, bank details	Contract, legal obligation, public task	Electronic & Paper	Creditors on the Server. Paper copy locked away.	Thousands	Corporate Finance Manager	Finance only
	Housing Benefit/ CTAX/ NNDR/ Sundry Debtors	Revenues	Electronic upload process to follow	Nobody	High Risk	6 years + current year	Statutory Requirement + Provide Service	Any paper copies shredded. Electronic is Archived	Names, bank details and amounts	legal obligation, public task	Electronic & Paper	S:Drive, server, locked away paper copies	Thousands	Corporate Finance Manager & Revenues & Customer Services Manager	Finance & revenues
Credit check on potential suppliers and partners	Records/working papers	Credit Agencies or other departments	Documentation Reviewed	Departments/ Legal/ Members	Low Risk	No Retention	Provide Service	Any paper copies shredded. Electronic is deleted	Names and addressess of directors	Contract	Electronic & Paper	S:Drive, locked away paper copies	Less than 20	Corporate Finance Manager	Departments/ Legal/ Members
Grant Aid Scheme	Application Forms & Statement of Accounts	From Applicants via Mansfield District Council	Documentation Reviewed	Nobody	Low Risk	6 years + current year	Provide Service	Any paper copies shredded. Electronic is deleted	Names, addresses, bank details and amounts	Explicit Consent	Electronic & Paper	S:Drive	less than 50 a year	Corporate Finance Manager	Finance only

Rent Accounting	Correspondence from tenants and customers (Various)	Tenants, customers	Documentation Reviewed. Response with a course of action that meets the needs of the tenant. E.g. Written response, application forms, redirection, account	Housing Department, tenants, customers, banks	High Risk	Financial - 6 years + current year. Other correspondence remains on tenancy file indefinitely	Statutory Requirement + Provide Service. Letter filed as a matter of course to prove that the matter has been addressed if need be.	Any paper copies shredded. Electronic is deleted	Names, addresses, bank details and amounts	Contract, legal obligation, public task	Electronic & Paper	S:Drive, server, locked away paper copies			
	Direct Debit Details	Tenants, customers	Manually input to Housing system following procedure notes available to process a Direct Debit . An electronic file then issued to the BACS system to complete the set up.	Banks through the electronic BACS files	High Risk	Live file until tenancy or DD cancelled	Provide Service. Records are retained as long as they are current and accurate.	Any paper copies shredded. Electronic is deleted	Names, addresses, bank details and amounts	Explicit Consent	Electronic & Paper	Server through Smarter Pay software	Thousands	Corporate Finance Manager	Finance and Housing departments
	Annual Rent Notification	N/A	N/A	Print Management/Mailing Company	High Risk	3 months	Statutory Requirement + Provide Service. Short term activity that once the process is complete the data is deleted.	Electronic is deleted	Names, addresses and amounts	Contract	Electronic	S:Drive	Thousands	Corporate Finance Manager	Print management/ mailing company. Data Transfer Agreement
	Call Monitoring Applications	Supported Housing Department	Manually input to Housing system following procedure notes available to process a Call Monitoring Application.	Nobody	High Risk	Live file until customer end service	Provide Service. Records are retained as long as they are current and accurate.	Electronic is deleted	Names, addresses, telephone numbers, medical details, sometimes D.O.B. national insurance	Explicit Consent	Electronic	S:Drive	200 per year	Corporate Finance Manager	Finance and Housing departments
	Right To Buy Completions	Legal Department	Manually input to Housing system following procedure notes available to process a Right to Buy completion.	Nobody	Low Risk	File is used to update the system only. Main record held by housing.	Statutory Requirement. Data is not stored within finance.	Electronic is deleted	Names, addresses and amounts	Contract	Electronic & Paper	S:Drive and Paper copy locked away.	50 a year	Corporate Finance Manager	Finance and Legal
	Wage Deductions	Mansfield District Council	Financial journal manually input to Housing system following procedure notes available.	Nobody	Low Risk	Data is stored electronically for 2 years then deleted.	Provide Service. Record is kept for reference to the rent account.	Electronic is deleted	Name, Employee Number, Rent Reference, Amount	Explicit Consent	Electronic	S:Drive	12 a year	Corporate Finance Manager	Finance only

Housing Repairs

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
Housing Repairs - Electrical Compliance	Certification	Contractors / In-house Operatives	Electronically & Hardcopy	Contractors	High	6 years	Best Practice as per National Housing Federation Guidance	Delete electronic copies / shred paper copies	Yes - tenant names, addresses & phone numbers. Engineers / Employees names & employer.	Public task	Electronic / Hardcopy	S: Drive / House files	Approx 40,000 (approx 4,000 per annum)	Senior Operations Manager	Contractors & Housing and Assets
Housing Repairs - Gas Compliance	Certification	Contractors / In-house Operatives	Electronically & Hardcopy	Contractors	High	6 years	Best Practice as per National Housing Federation Guidance	Delete electronic copies / shred paper copies	Yes - tenant names, addresses & phone numbers. Engineers / Employees names, employer & Gas Safe registration number.	Public task	Electronic / Hardcopy	S: Drive / House files	Approx 22,000 (approx 11,000 per annum)	Senior Operations Manager	Contractors & Housing & Assets
Housing Repairs - Tenant Details	Held on Capita and transferred to works orders & inspections etc.	Tenancy Services (primary), Tenant (secondary - update contact details etc)	Electronically	Employees & Contractors	High	Retain from end of tenancy for 6 years	Business Critical	N/A	Yes - tenant names, addresses & phone numbers.	Public task	Electronic	Capita	Approx 6800 with multiple tenants	Senior Operations Manager	Housing & Contractors
Housing Repairs - Contractor Details	Contractor Details	Contractors / Regulating Bodies	Electronically & Hardcopy	N/A	Low	Termination of Contract	Business Critical / Compliance	Delete electronic copies / shred paper copies	Yes - operative names & phone numbers.	Public task	Electronic / Hardcopy	S: Drive / Hardcopy files	Approx 750 per annum	Senior Operations Manager	Housing Repairs
Housing Repairs - Repairs Works Order	Held on Capita and transferred to works orders & inspections etc.	Repairs Inspection (primary), Tenant (secondary)	Electronic / Hardcopy	Employees & Contractors	High	6 Years - Hardcopy, Electronic Indefinite	Best Practice as per National Housing Federation Guidance (hardcopy)	Shred paper copies	Yes - tenant names, addresses and phone numbers.	Public task	Electronic / Hardcopy	Capita	Approx 50,000 Hardcopies per annum	Senior Operations Manager	Housing & Contractors
Housing Repairs - House Files	Correspondence - Complaints, Permission Requests, Information Requests, Recharges	Tenant (primary), Tenant Representative (secondary)	Electronically & Hardcopy	Housing Repairs	Low	Retain from end of tenancy for 6 years	Best Practice as per National Housing Federation Guidance	6 Years after end of tenancy Shred paper copies	Yes - tenant names, addresses & phone numbers.	Public task	Electronic / Hardcopy	S: Drive / Housefile	Approx 2500 per annum	Senior Operations Manager	Employees and Contractors
Housing Repairs - Contractor Projects	Employee Details and Contractor	Contractors	Electronically & Hardcopy	Contractors & Employees	Low	Retain from end of tenancy for 6 years	Business Critical	Delete electronic copies / shred paper copies	Yes - tenant names, addresses & phone numbers.	Public task	Electronic / Hardcopy	S: Drive / Files	Approx 20	Senior Operations Manager	Housing & Contractors
Staff Records	Staff Letters, Return to Work, GP Notes, Drivers Docs. PDR's etc.	Employees, HR	Electronically & Hardcopy	Employees & Shared Services	Low	Whilst active in policy	Business Critical	Delete electronic copies / shred paper copies	Yes - names, addresses, phone numbers, medical records etc	Public task	Electronic / Hardcopy	S: Drive / Files	Approx 300	Senior Operations Manager	Housing & Shared Services
Documentation, correspondence & information provided by other agencies relating to special needs of current tenants	Occupational Health referrals, Gas Transporter information, etc	External Agencies	Electronically & Hardcopy	Employees & Contractors	Low	Life of Tenancy	Business Critical	Life of Tenancy	Yes - names, addresses, phone numbers, medical records etc	Public task	Electronic / Hardcopy	S: Drive / Files	Approx 600	Senior Operations Manager	Employees and Contractors

Housing Options

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
Homelessness Service enquiries	Service user triage forms	Service user	Electronically & Hardcopy	Held by ADC	Low	2 years if no homelessness application	To evidence if eligible for homelessness assistance	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 2000 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	Homelessness application forms	Service user	Electronically & Hardcopy	Held by ADC	Medium	7 years	to evidence homelessness - reasons, priority need, etc	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 500 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	Case file supporting information	HB and housing Dept, landlords, banks, solicitors representing service user	Electronically & Hardcopy	Held by ADC	Medium	7 years	to evidence homelessness and justify decision making	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 2000 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	Temporary accommodation licence agreements	Service user, housing benefit	Electronically & Hardcopy	Held by ADC	Low	2 years	Management of temporary accommodation	Would be to delete electronic records. Shredding paper copies	Yes - service user name, address, family members	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 200 per year	MDC shared service	Adc Finance and housing
	Temporary accommodation management information	Service user, housing benefit, support officer visits	Electronically & Hardcopy	Held by ADC	Low	2 years	Management of temporary accommodation	Would be to delete electronic records. Shredding paper copies		Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 200 per year	MDC shared service	None
	Risk assessment	Social services, Probation, Police, Fire service	Electronically & Hardcopy	Held by ADC	Medium	7 years	to ensure the safety of officers and other residents	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 200 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection, Risk Management
	Agency information - social services, probation, health	Social services, Probation, Police, Fire service	Electronically & Hardcopy	Held by ADC	High	7 years	to substantiate homelessness and to assist in decision making	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 200 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	Rent deposit / Prevention fund application	Service user	Electronically & Hardcopy	Held by ADC	Low	2 years	to assist in helping to prevent or relieve homelessness	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 200 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	Homelessness decision letters		Electronically & Hardcopy	Service user and held by ADC	Medium	7 years	Means by which to deliver statutory decision on homelessness	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	Approx 500 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
	MARAC information	Social Service	Electronically	Held by ADC	High	7 years	To ensure appropriate assistance for survivors of DV	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	50 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection
MAPPA information	Police and MAPPA	Electronically	Held by ADC	High	7 years	to ensure effective management of high risk offenders	Would be to delete electronic records. Shredding paper copies	Yes - names, address, personal information relating to homelessness, can inc financial, medical criminal, social, welfare.	Public task	Electronic / hard copy	S Drive / secure applicant file / Abris database	50 per year	MDC shared service	Other ADC teams - Lettings, Benefits, Comm Protection, risk Management	

Risk & Emergency & Planning

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
Risk Management/Health and Safety - Asbestos Management	Lists of property addresses in relation to domestic asbestos surveys	Already recorded on Housing IT system (Capita)	Extracted from Capita database in order to provide contractors with tenant contact details in order undertake survey	Contractors	High risk	1 year from date of end of project	Statutory requirement to prevent persons being exposed to asbestos containing materials	Would be to delete electronic records. Shredding paper copies	Yes - tenant names, addresses and phone numbers	Public Task/Statutory requirement to prevent persons being exposed to asbestos containing materials	Electronic	S: Drive and CDs	Circa 7000	Service Manager, Risk and Emergency Planning	Asbestos Consultants
	Lists of property addresses in relation to domestic asbestos locations	Already recorded on Housing IT system (Capita)	Extracted from Capita database to be aware of where asbestos is in place and advise contractors so they may take appropriate action.	Contractors	Low risk	Until end of project	Statutory requirement to prevent persons being exposed to asbestos containing materials	Delete electronic records and shredding of any paper copies	Council property addresses only	Public Task -Statutory requirement to prevent persons being exposed to asbestos containing materials	Electronic and potentially paper copies	Capita and S: Drive	Circa 3500	Service Manager, Risk and Emergency Planning	Contractors
Risk Management/Health and Safety - Employee Protection Register (EPR)	Tenant names and addresses	EPR forms submitted to Risk Management by ADC Officers	Input onto spreadsheet and database	N/A	High risk	Up to 5 years after the relevant entry has been removed from the Register	For the protection of employee health and safety	Would be to delete electronic records. Shredding paper copies	Yes - tenant names, addresses and other personal info (eg. medical condition)	Public Task - Recorded for the protection of employee health and safety	Electronic and Paper	S: Drive and locked cabinets	450 (at 05/01/18)	Service Manager, Risk and Emergency Planning	Housing Service Units (for periodic review) which feed into the Capita Housing database
	List of property addresses only	Already recorded on Housing IT system (Capita).	Extracted from Capita database for safety advisory codes	Contractors	Medium Risk	Until end of project	For the protection of employee and contractor health and safety	Delete electronic records. Shred paper copies	Council property addresses only	Public Task - For the protection of employee and contractor health and safety	Electronic (PDF)	S: Drive and latest report in Outlook email folder	139 (at 05/01/18)	Service Manager, Risk and Emergency Planning	Contractors, Housing Services Officers and Corporate EPR
Risk Management/Health and Safety - Domestic Legionella Risk Assessments	List of tenant names and addresses	Already recorded on Housing IT system (Capita).	Extracted from Capita database in order for Contractors to undertake assessments	Contractors	High risk	1 year from date of end of project	Required to undertake statutory water hygiene works	Delete electronic copies	Yes - tenant names, addresses and phone numbers	Public Task - Required to undertake statutory water hygiene works	Electronic (Access and Excel)	S: Drive	Circa 7000	Service Manager, Risk and Emergency Planning	Contractors and Housing and Assets (Tech services Dept.)
Risk Management/Health and Safety - Tenant Fire Safety	Tenant names and addresses (Vulnerable Persons Lists in relation to Fire Evacuation Procedures at Sheltered Schemes)	Evacuation Ability Assessment forms from ADC officers	Input onto spreadsheet and database	Manually placed in fire boxes at sheltered schemes for fire service if	High risk	Until end of tenancy	Statutory requirement in relation to Fire Evacuation Procedures	Delete electronic records. Shred paper copies	Yes - tenant names, addresses and other personal info (eg. medical conditions)	Public Task Statutory requirement in relation to Fire Evacuation Procedures (regulatory Reform (Fire Safety) Order 2005)	Electronic and Paper	S: Drive, locked cabinets and locked fire boxes at sheltered schemes	213 (plus circa 50 ex tenants)	Service Manager, Risk and Emergency Planning	Fire and Rescue Services who attend site (usually NF&RS)
	Domestic Fire Safety Investigations	Recorded during investigation process	Input onto Word document	N/A	Low risk	6 years	Improvements in Fire safety for ADC tenants	Would be to delete electronic records. Shredding paper copies	Yes	Public Task -Fire safety implications and duty of care to tenants (including the Regulator under the 'Consumer Regulation: Serious Detriment Test')	Electronic and paper copies (signed off)	S: Drive and locked cabinet	141 (at 05/01/18)	Service Manager, Risk and Emergency Planning	Housing Service Units
	Vulnerable Person Referral Records	Collated as part of the Fire investigation process	Input onto database	Notts Fire & Rescue Service	Medium risk	Until end of tenancy	Improvements in Fire safety for ADC tenants	Delete electronic records	Yes - tenant names, addresses and other personal info (eg. medical conditions)	Public Task - Fire safety implications and duty of care to tenants (including the Regulator under the 'Consumer Regulation: Serious Detriment Test')	Electronic	S: Drive	4	Service Manager, Risk and Emergency Planning	Notts Fire & Rescue Services
	Address lists for tenant correspondence	Already recorded on Housing IT system (Capita)	Extracted from Capita database when tenant needs to be contacted	N/A	Low risk	No retention	Tenant Letters to inform of fire safety procedures and any changes to legislation that tenants that need to be made aware of	Delete electronic records	Council property addresses only	Public Task	Electronic	S: Drive	1060	Service Manager, Risk and Emergency Planning	N/A
Risk Management/Health and Safety - Any other Contractor Projects eg smoke detectors/fire alarm installations etc	List of tenant names and addresses	Already recorded on Housing IT system (Capita). EPR forms from officers	Extracted from Capita database to undertake necessary works	Contractors	High risk	1 year from date of end of project	Required to undertake essential risk/health and safety project works and deliver services	Delete electronic records	Yes - tenant names, addresses and phone numbers	Public Task required to undertake essential risk/health and safety project works and deliver services	Electronic	S: Drive	Circa 7000	Service Manager, Risk and Emergency Planning	Contractors
	Health and Safety Construction Phase Plans, Risk Assessments and Method Statements	ADC Project Manager	Input into Folder	Nobody	Low Risk	6 years	CDM Regulations	Delete electronic records	Yes	Public Task /Legal Obligation- CDM requirement	Electronic	SHE online H&S Management system and Folder on S:Drive	285 Files	Service Manager, Risk and Emergency Planning	BCS Admin only

Risk Management/Health and Safety - Corporate Employee Protection Register (CEPR)	List of potentially violent person names and addresses	CEPR forms from ADC Officers	Corporate Form filled in and processed on to Corporate spreadsheet	3rd Tier Managers List and accessible to all staff via Shared drive	High Risk	Unlimited - 3 monthly reviews	For the protection of employee health and safety	Delete electronic records	Yes - Names and Addresses	Public Task - Recorded for the protection of employee health and safety	Electronic	H:Drive	47 Names and Addresses 106 Housing Addresses	Service Manager, Risk and Emergency Planning	ADC 3rd Tier Managers/all ADC staff
Risk Management/Health and Safety - Accident/Incident Reporting	Accident/Incident data	Incident Report forms from ADC Officers	Data entry into ADC online database (AIRS System)	Nobody	High Risk	6 years	Statutory requirement	Delete electronic records	Yes	Public Task - Recorded for the protection of employee health and safety and public safety	Electronic	S: Drive	384 records	Service Manager, Risk and Emergency Planning	CLT Quarterly Reports
Risk Management/Health and Safety - Business Continuity & Emergency Planning	Emergency and Business Continuity Plans	ADC Officers	Contact details recorded in formal plans	NCC (Major Emergency Plan)	Low risk	R&D Policy: Permanent - transfer to place of deposit when superseded	Required for statutory emergency planning purposes	Delete electronic records. Paper copies should be shredded	Names, tel numbers and email contact details only	Public Task - Required for statutory emergency planning purposes (Civil Contingencies Act 2004)	Electronic and Paper	S: Drive	Circa 62 plans	Service Managers	NCC and Government's secure website - ResilienceDirect
Risk Management/Health and Safety - Health and Safety Audits of Commercial Premises	Forms & Reports	Health and Safety Officer	Data entry into Folder	Tenant of the Council owned Commercial Property	Low risk	6 years	Statutory requirement	Delete electronic records	Yes	Public Task - HSE Requirement	Electronic	S:Drive	94 records	Service Manager, Risk and Emergency Planning	ADC Commercial Property
Risk Management/Health and Safety - HSE Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)	F2508A Forms	Health and Safety Officer	Data entry into Folder	Health and Safety Executive Contact Centre	Low risk	6 years 40 years for classified hazardous substance use	Statutory requirement	Delete electronic records	Yes	Public Task - HSE Requirement	Electronic	S:Drive	26 Records	Service Manager, Risk and Emergency Planning	Health and Safety Executive Contact Centre
Risk Management/Health and Safety - HSE Improvement & Safety Notices	Letters, invoices, forms	HSE Inspector	Data entry into Folder	Invoices to Finance for payment & Legal/service units to ensure compliance	Medium Risk	6 years	Statutory requirement	Delete electronic records	Yes	Public Task - HSE Requirement	Paper & Electronic	S:Drive	12 records	Service Manager, Risk and Emergency Planning	Legal/Service Units concerned and Finance
Risk Management/Health and Safety - Hand-Arm Vibration Forms	Forms & Reports	Waste & Environment Officers & Occupational Health Provider	Data entry into Folder	Occupational Health, if required. ADC Insurance	High risk	3 yearly unless diagnosis then another 3 years	Statutory legal requirement	Delete electronic records	Yes	Public Task - HSE Requirement	Paper & Electronic	S:Drive	890 records	Service Manager, Risk and Emergency Planning	HR Insurance Occupational Health
Risk Management/Health and Safety - Lone Worker Management System	Forms	ADC Officers	Data entered onto a central spreadsheet and the Lone Worker Management System	Sent to ADC Support Centre Officers for inclusion on the Tunstall Lone Worker Management System	High risk	6 years	For the protection of employee health and safety	Delete electronic records	Yes - Names, addresses, telephone numbers, contacts (next of kin), contact details	Public Task - Recorded for the protection of employee health and safety	Electronic	S:Drive	Spreadsheet 79 spreadsheet records. 518 forms	Service Manager, Risk and Emergency Planning	Supported Housing Officers who administer the Tunstall Lone Worker Management System.

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 control	Volume	Information Asset Owner	Accessed by/Shared with
Transport Management	Fleet Management - names and addresses, medical records	Individuals	Database	No	High	Life of the system	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system	250	Transport Manager	No
	Tracking System - Drivers Name	Individuals	Database	No	Low	until personal leave employment	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system	250	Transport Manager	No
	Vehicle Key System - Drivers Name	Individuals	Database	No	Low	until personal leave employment	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system	150	Transport Manager	No
	Tacho Analyst system - drivers name, driving licence number	Individuals	Database	No	Low	until personal leave employment	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system	50	Transport Manager	No
	Staff training records	Individuals	Paper	No	Low	until personal leave employment	Provide a service	shredded	Yes	Legitimate interest	Paper	locked cabinet	15	Transport Manager	No
	Staff sick records	Individuals	Paper	No	High	until personal leave employment	Provide a service	shredded	Yes	Legitimate interest	Paper	locked cabinet	15	Transport Manager	No
Waste Services	(A1)Application for additional waste capacity - number in household	Individuals	Paper	Internal use only	High	Until processed	Provide a service	shredded	Yes	public task	Paper	Cabinet until process	0	Service Manager	Waste office staff / managers
	(A2)Application for additional waste capacity - medical reasons	Individuals	Paper	Internal use only	High	Until processed	Provide a service	shredded	Yes	public task	Paper	Cabinet until process	0	Service Manager	Waste office staff / managers
	(A3)Application for an assisted waste collection	Individuals	Paper	Internal use only	High	Until processed	Provide a service	shredded	Yes	public task	Paper	Cabinet until process	0	Service Manager	Waste office staff / managers
	Record of successful application - A1	Individuals	Database	Internal use only	High	Review annually	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system		Service Manager	Waste office staff / managers
	Record of successful application - A2	Individuals	Database	Internal use only	High	Review annually	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system		Service Manager	Waste office staff / managers
	Record of successful application - A3	Individuals	Database	Internal use only	High	Review annually	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system		Service Manager	Waste office staff / managers
	Record of successful application for clinical collection- App via GP	Individuals	Database	Internal use only	High	Review annually	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system		Service Manager	Waste office staff / managers
	Contract for trade waste services	Individuals	Paper/Database	Internal use only	High	Review annually in line with contract	Provide a service	shredded/deleted	Yes	public task	paper/elect	cabinet / S:\ Drive		Service Manager	Waste office staff / managers
	Duty of care documents for trade waste customers	Individuals	Paper/Database	Internal use only	High	Review annually	Legal requirement	shredded/deleted	Yes	public task	paper/elect	cabinet / S:\ Drive		Service Manager	Waste office staff / managers
	Active garden waste service subscriber	Individuals	Paper/Database	See notes	High	Review annually	Provide a service	See notes	Yes	public task	paper/elect	Hosted system		Service Manager	Waste office staff / managers
	General service request information related to waste matters	Individuals	Database	See notes	High	5 years to allow for service planning	Provide a service	Delete electronic	Yes	public task	electronic	Hosted system		Service Manager	Waste office staff / managers

Regeneration

Activity description	Record types	Data Received from	How processed	Data sent to	Risk/Impact	Retention period	Justification	Destruction Process
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This is a shared service based at Mansfield District Council, please see www.mansfield.gov.uk/privacy for further information

Contains personal data	Legal basis for processing	Format	Where stored/Access control	Volume	Information Asset Owner	Accessed by/Shared with
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Human Resources & Payroll

This is a shared service based at Mansfield District Council, please see www.mansfield.gov.uk/privacy for further information

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
Business Continuity	Officer contact details	ICT Team	Stored in BC documentation	N/A	Low risk	permanent	Business Continuity requirement	Data deleted when individual moves out of ICT	Yes		text	Council network drives	low	ICT Manager	BC section
Website forms	Customer contact details	External customers	emailed to relevant section	relevant section	low risk	1 month	public task	records deleted from database	Yes	Public Task	text/email	Web server	Approx.500 per month	Service area manager data is collected for.	Emailed to relevant section
Email	Email and attachments	Customers, Employees, Members, Third Party Agencies and businesses	To individual or group email accounts for reading and processing	Customers, Employees, Members, Third Party Agencies and businesses	Low Risk	Email retained for 3 years on Email Server and in the Email Archive system	Internal communication and public task	Deleted by individual/group once acted upon. Automatically by the system once the retention period has been reached.	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, members, agencies and businesses in the daily provision of services.	Electronically stored in the councils Email servers and Email Archive server	Email Server and Email Archive Sever (both onsite at Urban Road)	Approx. 75,000 incoming emails and 45,000 outgoing each month.	ICT Manager	All service delivery staff, customers and businesses as legally permitted.

Corporate Performance & Risk

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
Business Continuity	Officer contact details														
Customer Consultation/Satisfaction	Citizens Panel Log	Individuals	Input into Spreadsheet	Nobody	Low	1 Year	Service Development	Delete electronic records	Yes	Public task	Electronic	S Drive (password protected)	282 rows on spreadsheet	Corporate Performance & Improvement Manager	CPIU Team
Customer Consultation/Satisfaction	Lime Survey	Individuals	Input into lime survey (web based)	Employee that requested the survey be setup	High	Immediately following fulfilling the purpose for which data was collected	Service Development	Delete electronic records & Shredding	Yes (Varies by Survey)	Public task	Electronic and Paper Copies	Lime Survey (Web based) and S Drive (results/outcome reports)	Varies survey to survey	Corporate Performance & Improvement Manager	Service area survey is being undertaken for
Business Development	Trade Waste Service	Businesses	E-mail or Hard Copy	Waste & Environment	High	nil	Business Development	Hard copy sent to Waste & Environment, no action re E-mail	Yes	Public task	Electronic and Paper Copies	e-mail in sent items hard copies got to Waste & Environment	10 a week max	Neighbourhood Services Manager	Business Development Associate, Waste & Environment team, Revenues & Benefits
Handling Staff Details	PDR, Sickness forms, Staff details	Staff, Doctors, Work health assessment providers	Saved into u drive	HR	High	Locally held data is deleted once data has been used for its intended purpose	Legal requirement	Delete electronic records & Confidential Shredding	Yes, names, postal and email addresses and telephone numbers, medical and PDR information	Employment/Social security....	Paper & Electronic	u drive - team leader access only Also stored by HR	9 people	Corporate Performance & Improvement Manager	Team leader - from u drive. HR (documents shared via email)

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
To assess submitted applications for compliance with the Building Act, Building Regulations and allied legislation within the statutory period.	Building Control Register	Individuals	Input into Database a	Consultees	Law	12 Years	Statutory Requirement	Delete Electronic Record	Yes	processing - Legal Obligation & Public Task	Copy and Electroni		8500 Electronic Files and 4000 Paper files	Planning and Building Control Manager	Officers, Planning, Information and Support Team,
Decision Notices	Building Control Register	Individuals	Input into Database a	Agent/Applicant	Law	12 Years	Statutory Requirement	Delete Electronic Record	Yes	Legal basis for processing - Legal Obligation & Public Task	Paper Copy and Electronic Copy		8500 Electronic Files and 4000 Paper files	Planning and Building Control Manager	GIS, Building Control Officers, Planning, Information and Support Team, Applicant/Agent, Land Charges, Search Companies
Completion Certificates	Building Control Register	Individuals	Input into Database a	Agent/Applicant	Law	12 Years	Statutory Requirement	Delete Electronic Record	Yes	Legal basis for processing - Legal Obligation & Public Task	Paper Copy and Electronic Copy		8500 Electronic Files and 4000 Paper files	Planning and Building Control Manager	GIS, Building Control Officer, Information and Support Team, Applicant/Agent, Land Charges, Search Companies
Structural Engineering Contract and shared service agreements	Building Control Register	Individuals	Scanned to Document	Structural Engineer	Law	12 Years	Statutory Requirement	Delete Electronic Record	Yes	Public Task	Paper Copy and Electronic Copy		8500 Electronic Files and 4000 Paper files	Planning and Building Control Manager	GIS, Building Control Officer, Information and Support Team, Struc. Check Team, Land Charges, Search Companies
To enforce breaches in the Building Act, Building Regulations and control unauthorised development.	Building Control Register	Individuals	Input into Database a	Land Owner	Law	12 Years	Statutory Requirement	Never	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	750 Records	Planning and Building Control Manager	GIS, Legal, Building Control Officer, Land Charges, Search Companies
Building Act Section 35, 36 and 95 Notices	Building Control Register	Individuals	Input into Database a	Land Owner	Law	12 Years	Statutory Requirement	Never	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	Unknown	Planning and Building Control Manager	GIS, Legal, Building Control Officer, Land Charges, Search Companies
Control and enforce dangerous structures and demolitions to maintain public safety.	Building Control Register	Individuals	Input into Database a	Land Owner	Law	12 Years	Statutory Requirement	Never	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	Unknown	Planning and Building Control Manager	GIS, Legal, Building Control Officer and Information and Support Team, Land Charges, Search Companies
Building Act Section 77 and 78 Dangerous Structure Notices		Individuals	Input into Database a	Land Owner	Law	12 Years	Statutory Requirement	Never	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	Unknown	Planning and Building Control Manager	GIS, Legal, Building Control Officer, Land Charges, Search Companies
Building Act Section 80, 81 and 82 Demolition Notices		Individuals	Input into Database a	Agent/Applicant	Law	12 Years	Statutory Requirement	Never	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	500	Planning and Building Control Manager	GIS, Legal, Building Control Officer
Validate Initial Notices and competent person's notifications within the statutory period.	Building Control Register	Individuals	Input into Database a	Agent/Applicant	Law	12 Years	Statutory Requirement	Delete Electronic Record	Yes	Legal basis for processing - Legal Obligation & Public Task		Paper and Electronic copy	5100	Planning and Building Control Manager	GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants, Severn Trent, JNP Groups Structural Engineer CheckerLand Charges, Search Companies
Householder and Commercial - Do I require Building Regs permission? Enquiries	Application forms, plans, supporting information, payment receipts, decision notices etc.	Individuals	Input into Database a	Agent/Applicant	Law	12 Years	Statutory Requirement	Delete Electronic Record and Shredding	Yes	Public Task		Paper and Electronic copy	800	Planning and Building Control Manager	GIS, Building Control Officer.

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
Local Plan Consultation Database	Letter, emails and telephone requesting to be included on database	Individuals agents	Input into database and/or spreadsheet.	Individual and agents registered on database	Low	On-going with a review when the Local Plan has been adopted.	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic. Paper in terms of the	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Consultations on evidence base studies for the local plan/planning for the District and any requirements for documents set out in legislation on local plans.	Formal response / letters / email responses to consultation	individual, agents & organisation	Electronic and paper copy of responses	Summary data on Website	Low	For the duration of the Local Plan or such time as it is not longer relevant	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Strategic Housing and Economic Land Availability Assessment	Letter, emails and telephone requesting to be included on database	individual, agents & organisation	Input into database and/or spreadsheet. Retention of paper file on any land put forward	Summary data on Website	Low	On-going with periodic reviews.	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Consultations under Regulation 18, 19 and 20 of the Town & Country Planning (Local Planning)(England) Regulations 2012, as amended, including Sustainability Appraisal	Formal response / letters / email responses to consultation	individual, agents & organisation	Electronic and paper copy of responses. Possible input into database and/or spreadsheet.	Summary data on Website	Low	For the duration of the Local Plan or such time as it is not longer relevant	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers Local Plan Inspector
Neighbourhood Plan - Designation of a Neighbourhood Forum	List of members of the Forum submitted with the application.	Proposed neighbourhood Forum	Electronic and paper copy on file	Retained on file to support designation of Forum	Low	During the life of the Forum.	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers Local Plan Inspector
Neighbourhood Plan - Complying with Neighbourhood Plan legislation in making a neighbourhood plan including consultation under Regulation 16	Formal response / letters / email responses to consultation	Individual, agents & organisation	Electronic and paper copy of responses. Possible input into database and/or spreadsheet.	Summary data on Website	Low	For the duration of the Local Plan or such time as it is not longer relevant	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive, and Paper Copies with Forward Planning Office/Basement		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Supplementary Planning Documents or informal planning documents	Formal response / letters / email responses to consultation	Individual, agents & organisation	Electronic and paper copy of responses	Summary data on Website	Low	7 Years	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and paper copies	S Drive and paper copies		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Assets of Community Value	Nomination forms, decision notices, correspondence and list.	Individuals and organisations	Input into database and/or spreadsheet	Summary data on Website	Low	7 Years	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and Paper	S Drive, Internet, Paper Copies		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers
Self Build and Custom Build Register	Online application form expressing interest put into Register of Interest	Individuals or groups	Input into database and/or spreadsheet	Register of Interest retained. Information forward to Newark & Sherwood DC and Mansfield DC - Planning officers	Low	7 Years	Law	Delete electronic file.	Yes	Public task	Electronic	S Drive		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers. Shared database with Newark and Sherwood DC and Mansfield DC shared with relevant officers.
Responses to general enquires	Letters, emails and telephone enquires	Individual, agents & organisation	Electronic and paper copy on file	Retained on file electronic and paper	Low	7 Years	Law	Delete electronic file and shred paper copy	Yes	Public task	Electronic and Paper	S Drive, Internet, Paper Copies		Assistant Director Planning and Regulatory Services	Forward Planning/Planning & Information and Support officers

Planning - Growth Development															
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
Pre-Application Advice	Application forms, plans, supporting information, payment receipts, decision notices etc.	Individuals & agents	Input into database- IPlan & scanned into document management system - Civica	Agent, applicant. Consultees & residents	High	Electronic Copy - indefinite. Paper copies destroyed when the decision has been sent out.	To process applications & consult residents/consultees. In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, Cd's, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	236 approx	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
Planning Applications (including Appeals and Decision)	Application forms, plans, supporting information, payment receipts, decision notices etc.	Individuals & agents	Input into database- IPlan & scanned into document management system - Civica & redacted copies published online	Website, agent, applicant	High	7 Years hard copy. Electronic Copy - indefinite (decision, approved plans & application form)	To process applications & consult residents/consultees. In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper, Electronic & CD's	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, Cd's, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	4900 per year average	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
	Resident Comments on Planning Applications	Individuals	Input into database- IPlan & scanned into document management system - Civica & redacted copies published online	Website	High	7 Years	In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	150500 average	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents

Enforcement investigations, breaches and Enforcement Notices	Service request forms, plans, supporting information, payment receipts, legal advice, decision etc.	Individuals (complainant & councillors), Enforcement Officer & Legal	Input into database- IPlan & scanned into document management system - Civica & redacted copies published online	Website, applicant	High	Indefinite	In order to fulfil our statutory requirement	n/a	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	200 per year	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
Procurement information	Tender documents	Individuals & company's	Input into the Councils order system (Civica Financials) & scanned into document management system (Civica)& published online	Website	High	n/a	In order to fulfil our statutory requirement	n/a	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	Civica, website	520 per year	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
Complaints	Supporting information, legal advice, response.	Complainant, councillor	Details entered on a spreadsheet in Sdrive	Complainant, councillor	High	Paper copies destroyed	In order to fulfil our statutory requirement	Paper copies destroyed	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Electronic	S Drive accessed by council employees	50 per year	Planning & Building Control Manager	Legal, Planning and Support Team, Planning and Building Control Officers
Staff Details	Appraisals, PDR, Sickness forms, Staff details	Staff, doctors, supervisors/managers	Saved into u drive	HR & payroll	High	Destroyed when staff member leaves employment	Legal requirement	Destroyed when staff member leaves employment	Yes, names, postal and email addresses and telephone numbers, medical and appraisal information	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	u drive - team leader access only with individual password. Also stored by HR	25 people	Planning & Building Control Manager	Team leader - from u drive with individual password & HR (documents shared via email.
Land Charges	Land Registry search requests	Residents, agents, solicitors	Input into the council database Iis & stored in Pdrive	Person requesting search	High	n/a	In order to fulfil our statutory requirement	n/a	Yes, names, postal and email addresses and telephone numbers	Legal basis for processing - Legal Obligation & Public Task	Paper & Electronic	Council database Iis & Pdrive	800 per year	Planning & Building Control Manager	Land Charges team

TPO Orders		residents, agents, solicitors	Input into database-IPlan & scanned into document management system - Civica & redacted copies published online	Website, agent, applicant	High	7 Years hard copy. Electronic Copy - indefinite (decision, approved plans & application form)	To process applications & consult residents/consultees. In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers		Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	50	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
TPO Notifications - TPO Notifications and decisions (to undertake works) and supporting information	Application forms, plans, support information (e.g.: tree survey) and decision letter	Residents, agents, solicitors	Input into database-IPlan & scanned into document management system - Civica & redacted copies published online	Website, agent, applicant	High	7 Years hard copy. Electronic Copy - indefinite (decision, approved plans & application form)	To process applications & consult residents/consultees. In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers		Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	50	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents
Householder and Commercial - Do I require planning permission? Enquiries	Application forms, plans, supporting information, payment receipts, decision notices etc.	Residents, agents, solicitors	Input into database-IPlan & scanned into document management system - Civica & redacted copies published online	Agent, applicant	High	7 Years hard copy. Electronic Copy - indefinite	To process applications & consult residents/consultees. In order to fulfil our duty of statutory obligations	Shred paper files	Yes, names, postal and email addresses and telephone numbers		Paper & Electronic	Planning database (Iplan) & document storage system (Civica) - both accessed by council employees by individual user passwords, paper copies stored in a locked cupboard. Redacted documents uploaded to the council website	800	Planning & Building Control Manager	Unredacted documents accessed by individual user passworded systems by GIS, Building Control Officers, Planning, Information and Support Team, Facility Grants. Redacted documents shared via a hyperlink to the council website to Severn Trent, JNP Groups Structural Engineer Checker Land Charges, consultees and residents

GIS															
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
Local Land and Property Gazetteer	Land & Property Add	Street Naming & Numbering, council tax, elections, NDR, police	Manually entered into database	Flare, Planning, building control, land charges, Whitespace, NLPG, intranet mapping, website mapping	Low	Until record changes/forever	Statutory Requirement	none	No	Public Task	Electronic	Password protected database	70,000 records	ADC/GIS	GIS
Street Naming and Numbering Requests	New postal addresses	Individuals & Developers	Paper or electronic form received from customer	Nobody	Low	7 years	Statutory Requirement	Shredding and redaction	Yes (signature0)	Public Task	Paper copies	Basement	16 files	ADC/GIS	GIS

Procurement

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
Contract Management	Site Record Form (Handover Pack); Details of Works Undertaken in Individual ADC Properties	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Medium Risk	6	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - tenant names, addresses Contractor Site Manager and Client Officer names and employer.	Public task	Electronically & Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 1500 Documents Per Annum (4 Pages per document Approx.)	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Electrical Compliance; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6	Statutory requirement	Delete electronic copies / shred paper copies	Yes - Engineers / Employees names and employer addresses and phone numbers / NICEIC registration numbers.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 500 Documents Per Annum (15 Pages per document. Approx.)	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Gas Compliance; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6	Statutory requirement	Delete electronic copies / shred paper copies	Yes - tenant names, addresses and phone numbers. Engineers / Employees names, employer and Gas Safe registration number.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 600 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Benchmark Books; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6	Statutory requirement	Delete electronic copies / shred paper copies	Yes - Engineers / Employees names and employer addresses and phone numbers and Gas Safe registration number.	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 600 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs
Contract Management	Guarantees - Heating Magnaclean; Product Guarantee	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 after expiry	Business Requirement - Confirmation of works undertaken	Delete electronic copies / shred paper copies	Yes - Tenant Name and Address Engineers / Employees names and employer addresses and Gas Safe registration number.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 600 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs
Contract Management	Programmes Of Major Works - List of Addresses; Correspondance / Spreadsheets	In-House Database	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 under hand; 12 under seal ; where part of a contract; other programmes permanent if required	Business Requirement - Confirmation of works to be undertaken / undertaken	Delete electronic copies / shred paper copies	Yes -Tenant Name and Address.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 1500 Data Records per Annum	Projects and Partnership	Projects and Partnership; Contractors; Housing and Assets; Responsive Repairs

Statutory Approvals (by Others)	Electrical Part P Building Regulations Compliance Certificate; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	12 after interest ceases	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address Engineers / Employees names and employer addresses and Gas Safe registration number.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 1000 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Gas Safe Building Regulations Compliance Certificate; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	12 after interest ceases	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address Engineers / Employees names and employer addresses and Gas Safe registration number.	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 600 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Heating distribuion water quality validation certificate; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 years	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - ADC Property Address Engineers / Employees names and employer addresses and Gas Safe registration number.	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 600 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Building Regulations Compliance Certificates - Windows; Certification	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	12 after interest ceases	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address Engineers / Employees names and employer addresses and registration number.	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 150 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Kitchen Designs/units information; Details of Works Undertaken in Individual Properties / Record of Tenant Choice	Tenants / Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Medium risk	For life of building	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 50 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Tenant Choice Forms - E.G. Paint Colours; ; Letter / Form	Tenants / Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 years after expiry of tenancy	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 1000 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Building Regs applications and approvals; Letter / Notice	Other In-House Departments	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	12 after interest ceases	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Names and designations of ADC Officers	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 10 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Statutory Approvals (by Others)	Planning applications and approvals; Letter / Notice	Other In-House Departments	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	12 after interest ceases	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Names and designations of ADC Officers	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 10 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs

Contract Management	Ecological reports; Letter / Report	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 years	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Names and designations of ADC Officers and External Contractors	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 2 Documents Per Annum (15 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Party wall Notices; Letter / Notice	Private Owner Occupiers	Electronically & Hardcopy	Other In-House Departments	Medium risk	12 after rights given	Statutory requirement (Party Wall Act)	Delete electronic copies / shred paper copies	Yes - Private Property Owner Name, Address and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 100 Documents Per Annum (6 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Tenant Declinations; Letter / Form	ADC Tenants	Electronically & Hardcopy	External Contractors and Other In-House Departments	Medium risk	6 years after expiry of tenancy	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 150 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Contract documentation and specialist warranties; Contracts & Background Papers	Contractors	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	6 under hand; 12 under seal	Legal requirement to assist in service delivery	Delete electronic copies / shred paper copies	yes	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;		Projects and Partnership	Contractors; Legal Services
Energy Performance	EPC certificates (ADC Owned Properties); Certification	ADC Officers	Electronically & Hardcopy	External Contractors and Other In-House Departments	Low risk	10 years	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 800 Documents Per Annum (6 Pages per document. Approx.)	Projects and Partnership	Tenants; Housing and Assets; Responsive Repairs
Energy Performance	EPC certificates (Private Sector Properties); Certification	ADC Officers	Electronically & Hardcopy	Private Owners and Other In-House Departments	Low risk	10 years	Statutory requirement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 20 Documents Per Annum (6 Pages per document. Approx.)	Projects and Partnership	Private Owner Occupiers; Housing and Assets;
Tenant Assistance	Care Co' assessment forms; Application / Assessment Form	ADC Officers	Electronically & Hardcopy	Owners and Other In-House Departments	High risk	Life of tenancy	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature; ADC Officer Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 10 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Tenant Assistance	OT Assessment Forms; Application / Assessment Form	External Agency - NCC	Electronically & Hardcopy	Other In-House Departments	High risk	Life of tenancy	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature; NCC Officer Name and Details	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 10 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Contractors; Housing and Assets; Responsive Repairs
Contract Management	Letters (+ associated mailmerge information); Correspondance	ADC Officers	Electronically & Hardcopy	Owners and Other In-House Departments	High risk	6 years post tenancy	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name; ADC Officer Name and Signature	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 2000 Documents Per Annum (2 Pages per document. Approx.)	Projects and Partnership	Housing and Assets; Responsive Repairs
Contract Management	Defects Forms; Form for Details of Works Undertaken in Individual Properties	ADC Tenants	Electronically & Hardcopy	External Contractors and Other In-House Departments	High risk	6 years	Business Requirement - Confirmation of works	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name and Signature	Public task	Electronic / Hardcopy	Capita Databases; S: Drive; Locked Storage Cabinet;	Estimated 1500 Documents Per Annum (1 Pages per document. Approx.)	Projects and Partnership	Housing and Assets; Responsive Repairs

Contract Management	Decoration Voucher assessment forms; Letter; Assessment Form; Hard Copy Duplicate Vouchers	ADC Officers	Electronically & Hardcopy	Other In-House Departments; External Contractors; External Suppliers	Medium Risk	6 years	Business Requirement - Confirmation of Tenant Reimbursement	Delete electronic copies / shred paper copies	Yes - ADC Property Address; Tenant Name; ADC Officer Name and Signature	Public task	Electronic / Hardcopy	S: Drive; Locked Storage Cabinet;	Estimated 750 Documents Per Annum (4 Pages per document. Approx.)	Projects and Partnership	Housing and Assets;
Contract management	Management and amendment of contracts, eg. variations, extensions, changes of requirements, resolution of payment disputes	End of contract or last action on project	electronically	Other In-House Departments	Low risk	6 years	Business Requirement	electronic deletion	ADC officer name and signature	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate Leadership Team / Legal
Contract operation and monitoring	Records of actions taken to monitor performance of contractors, eg. SLAs, auditing visits, performance reports	End of financial year	electronically	Other In-House Departments	Low risk	6 years	Business Requirement	electronic deletion	ADC officer name	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate Leadership Team / Legal
Contracts	Contracts	End of contract or last action on project	electronically	Other In-House Departments	Low risk	6 years	Business Requirement	electronic deletion	ADC officer name and signature	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Legal
Contracts Register	Spreadsheet of every contract currently being managed by Procurement	When updated or superseded	electronically	Other In-House Departments	Low risk	0 years	Business Requirement	electronic deletion	ADC officer name	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Departmental
Contracts Register - public version	Spreadsheet published online for public viewing - compiled from the Procurement projects and contracts registers	When updated or superseded	electronically	External Website	Low risk	0 years	Business Requirement	electronic deletion	None	6(1)(c)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Public
Interview panels	Reports and notes of proceedings from tendering interview panels	End of contract	electronically	Other In-House Departments	Low risk	1 years	Business Requirement	electronic deletion	ADC officer name	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate Leadership Team / Legal
Minutes of meetings	Minutes taken from meetings with contractors or prospective contractors	Date of meeting or report	electronically	Other In-House Departments	Low risk	6 years	Business Requirement	electronic deletion	ADC officer name / Contractor Name and title	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate Leadership Team / Legal / Affected service
Procurement Forward Plan - public version	Spreadsheet showing planned and expected procurement projects - version for publication online	When updated or superseded	electronically	External Website	Low risk	0 years	Business Requirement	electronic deletion	None	6(1)(c)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Public
Procurement Plan	Spreadsheet of planned and expected procurement projects	When updated or superseded	electronically	Other In-House Departments	Low risk	0 years	Business Requirement	electronic deletion	None	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate Leadership Team / Legal
Procurement Strategy	Document outlining ADC's strategy and long-term plans for procurement	Date plan expires	electronically	Intranet / External Website	Low risk	6 years	Business Requirement	electronic deletion	None	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate
Procurement templates	Standardised set of templates used for each procurement project	Document is superseded	electronically	Other In-House Departments	Low risk	0 years	Business Requirement	electronic deletion	None	6(1)(b)	Electronic	Procurement provider network (Nottingham City Council) and ADC network S drive		Procurement	Corporate

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
Housing application	Transfer inspection form	Completed by officer following home visit	held electronically /paper based against tenancy record and housing application record. Used to determine eligibility to transfer to alternative accommodation	Held by ADC	Low	6 years after offer accepted or 2 years if not rehoused and application closed	Assess eligibility to move, in accordance with Lettings Policy	Shredded/Paper copy deleted	Name and address	contract	paper copies	property file in archive room	500	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	Housing Application form	Applicant	held paper form and electronically . Used to assess housing need	Held by ADC	high	6 years after offer accepted or 2 years if not rehoused and application closed	Assess and prioritise level of housing need	Paper copy shredded/Electronic copy deleted	Name, address, household details, reasons for rehousing e.g. medical, welfare. Unspent criminal convictions	consent	received as paper or elec version. Held as elec version	online software solution hosted by contractor	20000	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	Welfare/Medical Assessment form	Applicant	held electronically - used to assess housing need	Held by ADC	High	6 years after offer accepted or 2 years if not rehoused and application closed	Assess and prioritise level of housing need	Electronic copy deleted	name, address and details of medical conditions and reasons why need to move on medical/welfare grounds	consent	received as paper or elec version. Held as elec version	online software solution hosted by contractor	3000	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	housing application supporting information	Applicant, family members, GP, Probation and agencies supporting applicant	held electronically . Used to assess financial need	Held by ADC	high	6 years after offer accepted or 2 years if not rehoused and application closed. Records relating to offenders, ex-offenders and persons subject to caution retained for duration of tenancy	Support application and that in turn is used to assess and prioritise level of housing need	Electronic copy deleted	name, address and variety of information to support need to move - e.g. letter from probation re offences, letter from GP re medical conditions, letter from Bank re repossession	consent	received as paper or elec version. Held as elec version	online software solution hosted by contractor	40000	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	Financial Assessment form	Applicant	held electronically . Used to assess financial need	Held by ADC	High	6 years after offer accepted or 2 years if not rehoused and application closed	Assess and prioritise level of housing need	Electronic copy deleted	name, address, income and expenditure details. No bank acc	consent	received as paper on electronic copies and financial held and electronic copies	online software solution hosted by contractor	250	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	Care Leaver Referral form	Leaving Care Team	held electronically - used to leaver housing need	Held by ADC	High	6 years after offer accepted or 2 years if not rehoused and application closed	Assess and prioritise level of housing need	Electronic copy deleted	name, address, address history, care needs	consent	received as paper or elec version. Held as elec version	online software solution hosted by contractor	75	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
Housing application	Housing application letters / correspondence	Sent by ADC in response to information provided by applicant/agencies	held electronically - used to advise the applicant if further information is needed or the outcome of the assessment of need	Housing applicant - copy retained by ADC	Low	6 years after offer accepted or 2 years if not rehoused and application closed	Advise the tenant of further information needed, to confirm their level of rehousing priority and explain the lettings process	Electronic copy deleted	name, address, summary of housing needs	consent	received as paper or electronic copies and then held and electronic copies	online software solution hosted by contractor	50000	Lettings & Strategic Housing Manager	Tenancy Services Team, Housing Association partner, MDC
														Lettings & Strategic Housing Manager	
Termination of notice	Termination of tenancy form	Applicant	Held as paper version. Used to demonstrate the end of the tenancy	Held by ADC	High	Permanently	Formal confirmation of the tenancy ending.	n/a	name, address, reason for termination e.g. deceased	contract	paper	Tenancy file in archive room	20000	Lettings & Strategic Housing Manager	Tenancy Services team

Termination of notice	Termination of tenancy letters	Completed by ADC following receipt of information provided by tenant/Nok on termination of tenancy form	Held as paper version and electronic to confirm the end of the tenancy	Tenant and copy held by ADC	Low	Permanently	Confirmation of formal ending of tenancy	n/a	name and address	contract	paper	Tenancy file in archive room	20000	Lettings & Strategic Housing Manager	Tenancy Service Team
														Lettings & Strategic Housing Manager	
Lettings	Property shortlist	ADC generated based upon information provided by applicant	Held as paper version. Shows ordered list of applicants for each property. Provides justification for decision making	Held by ADC	Low	6 years after offer accepted.	Ensure lettings process is transparent and accountable	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Offer sheet	ADC generated based upon information provided by applicant	Held as paper version. Provides justification for offers of accommodation	Held by ADC	Low	6 years after offer accepted.	Ensure lettings process is transparent and accountable	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Pre-tenancy assessment form	Applicant	Held as paper version. Helps determine eligibility for offer of tenancy	Held by ADC	high	6 years after offer accepted.	Identify current and future support needs and check eligibility for the offer	paper copy shredded	name, address, household details, rehousing circumstances	contract	paper copy	Tenancy file in archive room	250	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Pre-tenancy interview form	Applicant	Held as paper version. Helps determine eligibility for offer of tenancy	Held by ADC	high	6 years after offer accepted.	Identify current and future support needs and check eligibility for the offer	paper copy shredded	name, address, household details, rehousing circumstances	contract	paper	Tenancy file in archive room	250	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Allocation form	ADC generated based upon information provided by applicant	Held as paper version. Proforma used to ensure all pre tenancy checks complete	Held by ADC	Low	6 years after offer accepted.	Ensure lettings process is transparent and accountable	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Offer letters/correspondence	ADC generated based upon information provided by applicant	Held as paper and electronic version. Confirms offer of tenancy to applicant	Tenant and copy held by ADC	Low	6 years after offer accepted.	Confirm offer of accommodation and any associated conditions	paper version shredded, electronic copy deleted	name and address	contract	paper	Tenancy file in archive room. Electronic copies held online, via hosted software solution	6000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Letting Details checklist	ADC generated based upon information provided by applicant	Held as paper and electronic version. Confirms all information needed to be passed to tenant is done	Held by ADC	Low	6 years after offer accepted.	Check tenant has received all relevant information relating to their tenancy	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Property plans	ADC generated	Held as paper version. Confirms plot tenant is responsible for	Tenant and copy held by ADC	Low	6 years after offer accepted.	Tenant is aware of boundary responsibilities	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Payment of rent form	ADC generated	Held as paper version. Confirms tenants commitment to pay rent in advance	Held by ADC	Low	6 years after offer accepted.	Confirmation that tenant is aware of rent obligations	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	1000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Decorating voucher	ADC generated - signed by tenant	Held as paper version. Confirms decorating allowance awarded to new tenant	Tenant and copy held by ADC	Low	6 years after offer accepted.	Record that tenant has received decorating allowance	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team

Lettings	Recommision form	ADC generated - signed by tenant	Held as paper version to confirm tenant understands obligations regarding the recommissioning of utilities	Held by ADC	Low	6 years after offer accepted.	confirmation that tenant is aware of obligations regarding recommissioning of services	paper copy shredded	name and address	contract	paper	Tenancy file in archive room	1000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Equality and diversity questionnaire	Tenant	Held as paper version. To ensure monitoring protected characteristics	Held by ADC	Low	6 years after offer accepted.	monitoring record so we understand the needs of new tenants	paper copy shredded	name and address and detials of protected characteristics - e.g. sexuality, religion, ehtrnic origin	contract	paper	Tenancy file in archive room	3000	Lettings & Strategic Housing Manager	Tenancy Services Team
Lettings	Utility provider	ADC generated	Held as electronicv version. To ensure utilities are placed in new tenants name	Held by ADC	Low	6 years after offer accepted.	Allow utilities to be placed in name of new tenant to allow immediate occupation.	paper copy shredded	name and address	contract	paper	Spreadsheet hled on S drive	50	Lettings & Strategic Housing Manager	Tenancy Services Team

	The recording of information for Housing Benefit Administration including detailed personal information relating to the Housing Benefit Claimant (includes NINO and DOB) Personal details of all Household Occupiers. Income details, certain health related information.	Customer and Department of Work and Pensions	Manual input of personal data supplied by customers. Computerised administration and billing	Personal data not shared either internally. Data id shared with DWP via secure file transfer arrangements. Also by secure transfer of data files via FTP to external mail handling company.. Non-personal data such as addresses and property reference numbers shared internally for legitimate purposes such as Register of Electors	Civica W2 - Document Management System and Data stored on secure Council Tax System. High Risk	6+ years	Statutory Function/Council Tax reduction scheme regulations 2012	Secure Deletion	Yes	Legal Obligation and Public Task	Electronic	Specialist System stored on council coputer servers based at Kirkby.	25,000 files approx	Corporate Manager for Revenues and Customer Services	Accessed by Revenues staff
Phone System	call recordings	Telephone conversations	Digital recording by system	Nobody	Low	190 days or when system runs out of space	Callers advised that call may be recorded - To enable queries / complaints raised by the public to be investigated by reviewing telephone conversation recordings.	Calls automatically deleted from system when it runs out of space. Deletes oldest call to make way for new	Yes	Public Task	electronic sound file .wav file.	on Netcall server	up to 30,000 calls at any one time	Corporate Manager for Revenues and Customer Services	Housing repairs, Housing admin, Waste Management,
Payment System	Payment details	Payers - companies and individuals	Taken through payment system as part of process delivered by external organisation through a hosted solution. Payment card information not retained by ADC.	Nobody	Low - only a limited number of payments have any personal information	Payment record held in accordance with Finance records	Statutory function	None	Yes	Contract/Public Task	Electronic files	Externally at Civica	10,400 approx	Corporate Manager for Revenues and Customer Services	Accessed by Revenues staff and various departments in order to carry out statutory functions in accordance with public task

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 Contact List	Press enquiries and press releases	Press & Media Contacts	Manually	NA	Low Risk	Retain from year records created for 3 years	Media contact list	delete electronically	Name, work email address and phone number	legitimate Interest	Spreadsheet	S Drive - only accessible by Comms Team	Approx 30 contacts	Senior Communications Officer	Communications Team
Photo Consent Form	Paper forms	Residents and members of the public being photographed/videoed	Manually	NA	Low Risk	Retain from date consent granted for 3 years	Legal Consent to use in media/publications	Shredding	Name, telephone, email address	Legitimate Interest	Paper Copies	Cupboard in Communications Office	Approx 50 per year	Senior Communications Officer	Communications Team
Housing Complaints Database	Stage 1 & 2 Complaints and Ombudsman referrals	Tenant, Tenants Family or residents	Logged on Housing Complaints database	Relevant Dept for investigation	Low Risk	Retain from end of tenancy for 6 years	Maintain a file of customer complaints that have been dealt with as these can be referred to at a Stage 2 and Ombudsman stage as required	delete electronically	Name, address, telephone number	Public Task	Access database, letters	S Drive	Approx 40 per year	Senior Communications Officer	Housing Services, Information Officer

Tenancy & Supported 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
Tenancy/Estate Management Service															
Contract for the Tenancy	Tenancy Agreement	Lettings Team following the tenant signing the agreement	Place on house file/Electronic - Update Capita with the information with the information	DWP for proof of tenancy upon request to process benefits and Court if there is a breach of tenancy	Low	Permanently	Housing Ombudsman recommendation and required for the management of the tenancy	N/A - Kept permanently	Yes - Name, Address and Signature	Public Task and Contract	Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	6750	Tenancy Services and Supported Housing Manager	Housing and Asset Teams - Consent
Permission requests	Letters/emails requesting permission to carry out works to the property or other permission/consent e.g pets,. Lodger etc.	Tenants	Place on house file	Technical Services Section upon request (repairs/property issues only)	Low	6 years	Limitation for legal action	Shredded	Yes - Name, Address and Signature	Contract	Paper copies	Property file in the Archive room	Not known	Tenancy Services and Supported Housing Manager	Housing and Asset Teams - Consent?
Tenancy Audit	Tenancy Audit Forms	Tenants	Paper and Electronic (capita)	Nobody	Low	Whilst tenancy continues	Management of the tenancy/Fraud Prevention and investigation	Shredded	Yes - Name, Address, Dob of household details and contact number	Contract	Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	6750 x 4 years	Tenancy Services and Supported Housing Manager	Housing and Asset Teams
Incoming mail	Documentation, correspondence and information provided by other agencies relating to special needs of tenants	External agencies and partners	Paper and Electronic	Complex Case Panel, relevant officers	High	Whilst tenancy continues	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes - including Name, Address, personal and sensitive data e.g. health and medical issues, safeguarding concerns etc.	Vital interests - capacity, Public task	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	High volume	Tenancy Services and Supported Housing Manager	Housing and Asset Teams
Referrals for support	Referrals forms to MARAC, Probation, Fire Brigade, Hoarders Case Panel, Probation, Adult Social Care, Complex case panel and other agencies and charities etc.	Tenants, Officers in the Council, Fire Brigade, other Agencies	Paper and Electronic (some via GCSX and some via encrypted documents)	Relevant agencies and depts	High	Whilst tenancy continues	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes - including Name, Address, personal and sensitive data e.g. health and medical issues, safeguarding concerns etc.	Vital interests - capacity, Public task	Electronic and Paper copies	Some paperwork is stored in box files in a locked office, some is on the house file in the archive room	High volume	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts/Other agencies.
Multi-agency case conferences and meetings	Multi-agency case conference minutes of meetings including MARAC, Probation, Hoarders Case Panel, Probation, Adult Social Care, Complex case panel, Public Protection etc	External agencies, Partner agencies,, Community Safety Team, Environmental Health Section.	Paper and Electronic (GCSX or Encryption)	Relevant agencies and depts	High	Permanently	Management of the tenancy and to ensure appropriate support	N/A - Kept permanently	Yes - including Name, Address, personal and sensitive data e.g. health and medical issues, safeguarding concerns etc.	Vital interests - capacity, Public task	Electronic and Paper copies	Some paperwork is stored in box files in a locked office, some is on the house file in the archive room	High volume	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts
Corporate Safeguarding	Safeguarding referrals and outcomes	Mash (outcomes), external sources, agencies, Officers etc	Electronic (GCSX email) and Paper	Mash Safeguarding Hub	High	Permanently	Management of the tenancy and to ensure appropriate support	N/A - Kept permanently	Yes - including Name, Address, personal and sensitive data e.g. health and medical issues, safeguarding concerns etc.	Vital interests - capacity, Public task	Electronic and Paper copies	Secure spreadsheet, secure file on s drive and paper copies in box files	500	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts
Anti-social Behaviour	Details of any ASB complaints and harassment cases	Tenants, customers, Police, external agencies, other Departments and Officers	Electronic (Spreadsheet and Ecins)and Paper	Community Safety Team, Legal Section and Court if necessary	Low/High	Whilst tenancy continues	Management of the tenancy, to respond to ASB and for enforcement action	Paper shredded and electronic deleted	Yes - Name, Address, contact details and and potentially sensitive data e.g convictions/allegations. Also third party data.	Vital interests - capacity, Public task	Electronic and Paper copies	ASB file in the archive room - restricted access to the room via key fobs on doors	High - due to having 6750 tenancies	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts
Incoming mail	Correspondence and emails from tenants and customers (Various). This includes complaints.	Tenants and Customers	Electronic (spreadsheet) and Paper	Relevant Officer in the Council	Low/High	Whilst tenancy continues	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes- Name and Address and other personal information - various	Public Task and Contract	Paper	House file in the archive room - restricted access to the room via key fobs on doors	High - due to having 6750 tenancies	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts

MP enquiries	letters	MP	Electronic and Paper	CE Secretaries	Low	Whilst tenancy continues	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes- Name and Address and other personal information - various	Public Task	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and S Drive folder	High - due to having 6750 tenancies	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts
Police checks/disclosures	Emails/letters requesting information and replies	Police	Paper and GCSX email	Community Safety Team if they are dealing with the case	High	Whilst tenancy continues	For legal action/management of the tenancy and any risks	Paper shredded and electronic deleted	Yes- Name and Address and other personal information - various e.g. offences and convictions	Public Task/Vital Interests	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and box files in a locked office	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts e.g. Community Safety
Tenancy amendments	Request for Succession of Tenancy upon the death of the tenant/Assignment of tenancy/sole to Joint/mutual exchanges, change of name etc	Potential new tenant/other landlords/mutual exchange applicants	Paper/Electronic	Relevant Housing Officer within the Section	Low	Permanently? As it links to the Tenancy Agreement	To process the succession of tenancy	N/A - Kept permanently	Yes - Name, Proof of residency at the property and other proofs e.g. Proof of identify/utility bills/bank statements/wage slips etc	Public Task	Electronic and paper copies	House file in the archive room - restricted access to the room via key fobs on doors	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team
Abandonment	Abandonment of Tenancy	Neighbours, Housing Officer, other Depts within the Council	Paper/Electronic	Relevant Housing Officer within the Section/DWP/Revenues Section/Court if required	Low	Whilst tenancy continues	Management of the tenancy/Fraud Prevention and investigation	Paper shredded and electronic deleted	Yes- Name and Address and potentially other information e.g. suspected new address	Public Task	Electronic and paper copies	House file in the archive room - restricted access to the room via key fobs on doors	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team
Consent to share information	Form or letter of Authority to discuss any issues relating to their tenancy	Tenants	Paper/Electronic	Generally no-one though other Departments upon request	Low	Whilst a tenant	To share information with other agencies	Paper shredded and electronic deleted	Yes - Name and Address of tenant and details of advocate including contact numbers	Public Task	Electronic and paper copies	House file in the archive room - restricted access to the room via key fobs on doors and on Capita	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts
Skip requests	Request for a skip	Tenants	Paper/Electronic	Relevant Housing Officer within the Section/Name and Address to the Skip Company	Low	Whilst a tenant	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes - Name and Address of tenant	Public Task	Electronic and paper copies	House file in the archive room - restricted access to the room via key fobs on doors and on Capita	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services Team
Tree/Hedge Cutting	Request for the tree/hedge cutting service	Tenants/Officers within the Council	Paper/Electronic	Relevant Housing Officer within the Section/Name and Address to the Technica Services to arrange the tree cutting	Low	Whilst a tenant	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes - Name and Address of Tenant and details of benefits claimed	Public Task	Electronic and paper copies	House file in the archive room - restricted access to the room via key fobs on doors and on Capita	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services Team
Request for Pest Control Service	Pest Control enquiries when problems with pests in properties or blocks of flats	Tenants/Customers/Councillors/MP's, Other Departments, Housing officers	Paper/Electronic	Housing Officer/Pest Control Section	Low	Whilst a tenant	Management of the tenancy and to ensure appropriate support	Paper shredded and electronic deleted	Yes - Name and Address of tenant	Public Task	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	Not known	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services Team
Bypassed electricity meters	Reports of bypassed or tampered meters	Utility Companies, Technical Services, Housing Officers, Other Departments within the Council, Police	Paper/Electronic	Police, Utility Company, Senior Managers within Housing and Asset, Housing Officer. Legal if enforcement action to be taken.	Low	Whilst a tenant	Management of the tenancy, to respond to criminal offence/breach of tenancy and to take enforcement action	Paper shredded and electronic deleted	Yes - Name and Address of tenant, date of brth, disabilities/vulnerabilities, financial information	Public Task	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	Not known	Tenancy Services and Supported Housing Manager	Housing and Asset Teams, Legal, ASB Team, Police.

Employee Protection	Employee Protection Forms	Officers withkn the Council, Police, Other agencies	Paper/Electronic	Risk Management	High	Whilst a tenant	Management of the tenancy, to respond to criminal offence/breach of tenant and to take enforcement action and tol protect	Paper shredded and electronic deleted	Yes - Name and Address of tenant, concerns, risk level, criminal offences	Public Task/Vital interests	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors	House file in the archive room - restricted access to the room via key fobs on doors	Risk Manager	Anyone who access to capita can see the flag though some info may only be available upon request
Former Tenancy/ House File															
	Tenancy Agreement	Lettings Team after tenant has signed this	Paper	Technical Services Archive room for filing and reference purposes	Low	Permanently	To process right to buy applications/Housing Ombudsman recommendation	N/A	Yes - Name, Address and Signature	Contract	Electronic record and Paper copies	Technical Services Archive room	Tenancy records for the past 20 years +	Tenancy Services and Supported Housing Manager	Right to Buy Section
	Former Tenant's Tenancy Files including rent payment records and permission requests	Various	Paper/Electronic (Capita)	Technical Services Archive room for filing and reference purposes	Low	6 years	Housing ombudsmand recommendation	Shredded	Yes - can include all personal data	Contract	Electronic record and Paper copies	Technical Services Archive room	Tenancy records for the past 6 years	Tenancy Services and Supported Housing Manager	Tenancy and Supported Housing/Lettings and Technical Services
	Former Tenant's tenancy letters relating to Police investigation, Probation, Social Services and complaints and harassment cases	Various individuals including agencies, partners etc	Paper	Technical Services Archive room for filing and reference purposes	High	Permanently	Statutory review process or to check housing applications	N/A	Yes - can include all personal data	Vital interests/Public task	Paper	Technical Services Archive room	Tenancy records for the past 20 years +	Tenancy Services and Supported Housing Manager	Any relevant department within the Council e.g. Legal, Right to Buy and externally if required/requested
Termination of the tenancy	Termination Form	Individuals and Lettings Team	Paper and Electronic (Capita/Email)	Technical Services Archive room for filing and reference purposes	Low	Permanently	To process right to buy applications/Housing Ombudsman recommendation	N/A	Yes - Name, Address, Forwarding address and and signature	Contract	Electronic record and Paper copies	Technical Services Archive room	Tenancy records for the past 20 years +	Tenancy Services and Supported Housing Manager	Right to Buy Section
Income collection/ recovery															
Arrears enforcement action	Notice of Seeking Possession/NOPPITS	Tenants	Hand Delivered to the tenant, placed on the rent file, input onto a spreadsheet and Capita	Tenants and Court if required	High	Whilst tenancy continues	Court Proceedings	Paper shredded and electronic deleted	Yes - Name, Address	Contract	Paper	House file in the archive room - restricted access to the room via key fobs on doors and S Drive folder	4000	Tenancy Services and Supported Housing Manager	Income Team
Monitoring of cases	Welfare Reform information (Benefit Cap, Bedroom Tax and UC cases) spreadsheets	DWP, Tenant	Paper and Electronic	Tenancy Services and Supported Housing Manager/income Team	Low	Whilst tenancy continues	Contract/Public Task	Paper shredded and electronic deleted	Yes - Name, Address, some personal information about why they are in debt	Contract	Electronic and Paper copies	S Drive	1 spreadsheet	Tenancy Services and Supported Housing Manager	Income Team
Equality Assessments	Equality and Proportionality Assessment Forms completed where breach of tenancy	Tenants - collated by Officers	Electronic and Paper	Court if required	High	Whilst tenancy continues	Court Proceedings and to ensure appropriate support is provided if any equality issues	Paper shredded and electronic deleted	Yes - Name, Address, medical Information and Disability and Protected Characteristics	Contract/Vital - interests	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	Unknown	Tenancy Services and Supported Housing Manager	Income Team

Arrears enforcement action	Rent warning letters, Court Paperwork, Court Orders and letters from the County Court, Eviction warrant application paperwork	County Court	Information entered onto Capita, order placed on the rents file and added to the court spreadsheet	Court and tenants if required	Low	Whilst tenancy continues	Court Proceedings	Paper shredded and electronic deleted	Yes - Name, Address	Public Task/Contract	Electronic (Capita) and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Payment of rent	Direct Debit Mandates	Tenants - collated by Officers	Direct Debit set up on the system, scanned and emailed between Lettings and the Income Team	Finance	Low/High	6 years by Finance	To collect income	Shredded	Yes - Name, Address and bank details	Public Task/Contract	Electronic and Paper copies	Finance hold this information	Unknown	Tenancy Services and Supported Housing Manager and Finance Manager?	Income Team/Finance Team
HB processing	Letters from Revenues re: HB awards and HB overpayment	Revenues Section	Placed on the file and updated on Capita	Tenants and Court if required	Low	Whilst tenancy continues	To aid with collection with income	Shredded	Yes - Name, Address and Housing Benefit details	Public Task/Contract	Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Maintenance of the diary	Capita diary (Electronic diary)	Various sources including tenants and Officers	Printed and placed on the rent file	No-one	Low	Whilst tenancy continues and after?	To aid with collection with income and income recovery	N/A	Yes - including Name, Address, contact details etc	Public Task/Contract	Electronic and Paper print outs	House file in the archive room - restricted access to the room via key fobs on doors and Capita	6750 +	Tenancy Services and Supported Housing Manager	Income Team/Revenues Team/Lettings Team
Monitoring of arrears cases	Various reports including debt breakdown reports	Capita	Extracted from Capita and Saved on the S Drive	Tenancy Services and Supported Housing Manager/income Team	Low	Whilst tenancy continues	To aid with collection with income and income recovery	Deleted	Yes - including name and address	Public Task/Contract	Electronic	S Drive	10 reports	Tenancy Services and Supported Housing Manager	Tenancy Services Manager/Team Leader
Provision of rent statements to tenants	Rent Statements	Capita/Tenants	Printed, posted out to tenants twice a year	Tenants	High	2 years	Pre-court action protocol good practice	Shredded	Yes - Name, Address, rental charges and payments made	Public Task/Contract	Electronic and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	Unknown	Revenues and Customer Services Manager	Income Team/Legal
DWP informing ADC on payments requested	Letters from the DWP confirming direct payments	DWP	Info added to Capita and letter placed on the house file	No-one	Low	Whilst tenancy continues	To collect income	Shredded	Yes - Name and Address	Public Task/Contract	Paper	House file in the archive room - restricted access to the room via key fobs on doors and S Drive folder	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Insolvency	Debt Relief Orders		Paper and Electronic	No-one	Low	Whilst tenancy continues	To deal with write off debts	Shredded/deleted	Yes - Name, Address, details of debt	Public Task/Contract	Paper	House file in the archive room - restricted access to the room via key fobs on doors and S Drive folder	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Tenancy Sustainment Service															
Referrals to the service	Referral form, pre-tenancy assessment form and excel spreadsheet showing all cases - current and former	Tenants, Officers within the Council	Paper and Electronic	Senior Team Leader, Manager of the Section, Legal if required	Low	Whilst tenancy continues	To determine the support required to the tenant	Paper shredded and electronic deleted	Yes - Name, Address and other personal information e.g. gender, age, ethnic group, disabilities etc	Public task/vital - interests	Electronic (Capita) and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	A number of spreadsheets. Number of referrals unknown.	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts

Management of cases	Case records, consent forms, various letters and correspondence, referrals to other agencies, personal and sensitive data	Tenants, Officers withn the Council, External agencies etc	Paper and Electronic	Relevant Housing Officer within the Section/other agencies where required and where consent given	Low	Whilst tenancy continues	To determine the support required to the tenant	Paper shredded and electronic deleted	Yes - Name, Address and other personal information e.g. gender, age, ethnic group, disabilities, financial etc	Public task/vital - interests	Electronic) and Paper copies	House file in the archive room - restricted access to the room via key fobs on doors and Capita	Unknown	Tenancy Services and Supported Housing Manager	Relevant Officers in the Tenancy Services and Lettings Team and other Depts, External agencies as required including the Police.
Tenant Participation															
Tenant Participation, consultation and involvement	Gateway Members and Tenants and Residents Association members names, address and phone numbers	Tenants and Residents	Electronic and Paper	Nobody	Low	Whilst they are still a Gateway Member	To support and work with the Gateway members	Delete electronic records and shredding	Yes - Name, Address and contact details	Explicit Consent	Electronic and Paper	S Drive Folder and paper copies	spreadsheet and file of information	Tenancy Services and Supported Housing Manager	Tenancy Services and Supported Housing Manager and Team Leader
Tenant Participation, consultation and involvement	Tenants and Residents Associations files including Constitution, committee members details, minutes of meetings, letters, accounts information, training etc	Tenants and Residents	Electronic and Paper	Some info is sent to Finance to review accounts yearly (if applying for grant funding)	Low	Whilst the TRA is still in operation?	To support and work with the TRA's	Delete electronic records and shredding	Yes - Name, Address and contact details	Explicit Consent	Electronic and Paper	S Drive Folder and paper copies	15 hard copy files and various records electronic	Tenancy Services and Supported Housing Manager	Tenancy Services and Supported Housing Manager

Money Management Advice Service															
Referrals for the MMA service	Referral form	Officers within the Council	Electronic and Paper	Money Management Advisor	Low	Whilst a tenant	To enable the tenant to access the service	Shredded and deletion	Yes - name, address, contact details, medical and disabilities and other personal data	Public task	Paper and Electronic	House file in the archive room - restricted access to the room via key fobs on doors and S Drive	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Applications to charities for grant and outcomes	Letters/emails requesting assistance	Tenants	Electronic and Paper	Charities	Low	Whilst a tenant	To maximise income and obtain furniture and goods etc	Shredded and deletion	Yes - name, address, contact details, medical and disabilities and other personal data	Explicit consent	Paper and Electronic	House file in the archive room - restricted access to the room via key fobs on doors and S Drive	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Assessment of income	Common Financial Statement form	Tenants	Electronic and Paper	No-one	Low	Whilst a tenant	To determine current income in the household	Shredded and deletion	Yes - Name, address, income details and expenditure	Public task	Paper and Electronic	House file in the archive room - restricted access to the room via key fobs on doors and S Drive	Unknown	Tenancy Services and Supported Housing Manager	Income Team
Consent form to share information	Form of Authority (consent form)	Tenants	Paper	Generally no-one though DWP and utilities on request	Low	Whilst a tenant	To share information with other agencies		Yes - Name and Address	Public task	Paper	House file in the archive room - restricted access to		Tenancy Services and Supported	Income Team
Management of cases	Case Notes/Files (supported by MMA)	Tenants via MMA	Paper and Electronic	No-one	Low	Whilst a tenant	To be aware of actions already taken and to plan further actions and support	Shredded and deletion	Yes - name, address, contact details, medical and disabilities and other personal data	public task	Paper and Electronic	House file in the archive room - restricted access to the room via key fobs on doors and S Drive	Unknown	Tenancy Services and Supported Housing Manager	Income Team

**Supported
Housing -Support
+ Service**

Management of cases	Case Notes/Files (supported by the Independent Support Officer)	Service Users and the ISO	Paper and Electronic	No-one	Low	Whilst a service user	To be aware of actions already taken and to plan further actions and support	Shredded and deletion	Service User: Name, Address, Phone Number, Date Of Birth, Medical Details (Current/Historical), GP information, NI Number, Email Address, Access Details & Third Party Support. Representative: Name, Address,	Contract/Vital interests	Paper	Support Centre	13 service users	Tenancy Services and Supported Housing Manager	Supported Housing Team
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**Former Tenant
Recharge**

Management of former tenant recharges	Recharge Packs, Recharge spreadsheet of cases	Technical Services Section	Paper and Electronic	Revenues	Low	6 years	For pursuance of debts owed to the Council	Deletion/Shredding	Yes - Name, Address and new address	Contract	Paper and Electronic	Cupboard in Brook Street and S Drive	Unknown	Tenancy Services and Supported Housing Manager	
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**Staffing
information**

Attendance Management	Fit Notes, Return to work forms, Sickness trigger paperwork including forms and letters	Employees	Paper and Electronic	Human Resources and Payroll	Low	Whilst an employee	Contract	Deletion/Shredding	Yes- Name and Address, sickness info	Contract	Paper and Electronic	Locked cupboard in Brook Street and U Drive	Unknown	Tenancy Services and Supported Housing Manager	Team Leader in the Section and HR
Referrals to Occupational Health	Occupational health assessment referral forms, outcome reports and letters to staff	Employees, Manager	Paper and Electronic	Human Resources, Payroll and Employees	Low	Whilst an employee	Contract	Deletion/Shredding	Yes- Name and Address, date of birth, sickness info, medical info	Contract	Paper and Electronic	Locked Cupboard in Brook Street and U Drive	Unknown	Tenancy Services and Supported Housing Manager	Team Leader in the Section and HR
Management of staff	Various letters to staff	Employees, Manager	Paper and Electronic	Human Resources and Employees	Low	Whilst an employee	Contract	Deletion/Shredding	Yes - Name and address	Contract	Paper and Electronic	U Drive	Unknown	Tenancy Services and Supported Housing Manager	Team Leader in the Section and HR
One to one records	One to one notes	Employee, Team Leader, Manager	Paper and Electronic	Employees	Low	Whilst an employee	Contract	Deletion/Shredding	Yes - Name	Contract	Paper and Electronic	U Drive	Unknown	Tenancy Services and Supported Housing Manager	Team Leader in the Section and HR