

CORPORATE

Corporate Governance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Letter of charitable registration	Hard copy in a locked cupboard in the Corporate Services room and stored electronically on server	Statutory requirement	Corporate Services	Funders, solicitors, HMRC	Permanently
Letter re charitable status	Hard copy in a locked cupboard in the Corporate Services room and Stored on server	Tax purposes	Corporate Services	Regulatory Bodies	Permanently
Registration documents	Hard copy in a locked cupboard in the Corporate Services room and stored electronically on server	Statutory requirement	Corporate Services	Publicly Available	Permanently
Certificate of employer's liability insurance	Stored electronically on server Displayed on staff notice boards	The Employers Liability (Compulsory Insurance) Act came into force on 1 st January 1999. Authorised inspectors have the power to require employers to provide them with a copy of both current and past certificates.	All Staff	Publicly Available	40 years
Current and former insurance certificates	Stored in the Govanhill folder on the K drive	To prove continuing cover	CS staff Finance staff Factoring staff	Solicitors and factored owners as appropriate	Permanently
Claims and related correspondence	Stored in H drive	To prove process	CS staff Maintenance finance staff	solicitors	2 years after claim settled

Information processed or held	Location	Purpose	Access internally	Shared with	Retention period
Group health policies	Stored on SharePoint	To provide record of continuing cover	CS staff	Solicitors TPT	Permanently
Minutes of Board meetings	Stored electronically from 2013 on server and current and previous years (from 2020) available on the Association's website. Hard copy in cupboard for rest in Corporate cupboards	Record of Board meetings	All Staff	Housing Regulator Auditors Publicly Available on website	Permanently
H/S Committee meeting minutes	Stored on Sharepoint and available on Intranet to staff	Record of meetings. Fulfil legal obligation	All staff	Housing regulator HSE Insurance Solicitor ACS as part of audit process	Permanently
Annual returns to SHR	Sharepoint and on the SHRelectronic portal	To meet SHR requirements. Record of information submitted to SHR.	Line managers Management Team Corporate Services Team Payroll Officer	Scottish Housing Regulator	5 years
Annual returns to SHR – working papers	Sharepoint	Record of workings for annual returns	Line managers Management Team Corporate Services Staff	Housing Regulator	3 years

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Audited returns and financial statements	Stored on Sharepoint and on SHR portal / OSCR website / FCA website	Record of Association's financial management position	Management Team Finance staff	Board of Management, FCA, Lenders, Members, OSCR, Scottish Housing Regulator, Auditors	Permanently
Declaration of interest	Saved on People HR	Governance - record of staff and	Director	n/a	3 years

		Board members declarations of interest			
Register of Share Certificates	PA drive and hard copy in locked Corporate cupboard	Record of Share certificates issued and cancelled	Director, Corporate Services staff and Manager	Auditors, Chairperson	Permanently
AGMs - mailing lists	PA Drive	Governance	Corporate Services Staff	n/a	3 years
Register of Members	PA drive	Record of Members and ex Members	Director, Corporate Services staff and Manager All staff	Auditors, Chairperson	Permanently
Board members names, addresses, dates of birth and code of conduct	Stored electronically on PA drive. Hard copy locked in Corporate cupboard Names and brief resume on website	Regulatory requirement	Director, Corporate Services staff and Manager	Training Organisations, Scottish Housing Regulator Public on website (names and resume only)	1 year after Board membership ceases

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Complaints to the Association and the SPSO, FOI and GDPR requests	Stored electronically on SharePoint	To monitor and record complaints	Information Officer Management team Line managers as required CS staff and manager	N/A	Length of Tenancy plus one year or in case of factored owner one year after ceasing to be a customer
Photos of people (including staff, committee and customers at events)	People HR	Staff identification, publications, website	All Staff	PR Company Newsletter publisher Local Newspaper	Staff ID deleted on leaving. Permanently unless delete requested
Public Relations - staff signatures, letters	H Drive	Information held to provide staff with updated letters	Corporate Services Staff	N/A	Deleted on staff member leaving
MP/Cllr Enquiries - residents/waiting list applicants name,	Spreadsheet on PA Drive	To deal with enquiries	All Staff	N/A	2 years

address, personal circumstances					
Mailing Lists - for distribution of letters, leaflets and newsletters	PA Drive	Downloaded for printing company and staff for large mailings	Corporate Services Staff	PR Company, Newsletter Publisher	Deleted after being sent to supplier
CCTV – covering office reception area and car park	CCTV Hard Drive	Security purposes	Janitorial staff Corporate Services Staff IT staff	Police HSE	1 month

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Business Continuity - contains senior staff phone nos. Emergency contacts for some properties	SharePoint	Information held for reference purposes	Restricted to those on call or key holders	Police Contractors	1 year
Rent Payments – name, address, payment amount	SharePoint	Process rent payment at reception	Reception staff Finance Staff	N/A	1 month

HUMAN RESOURCES

HR Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Job Application Form - name, address, phone number, email address	Paper copies. Locked HR Cupboard. Outlook folder of applications received	Recruitment and selection	Line manager of Post Corporate Services staff and Manager	EVH Interview panel Board Member	9 months after end of process On start date of successful applicant
Recruitment Interviews - interview notes, feedback,	Paper copies locked HR Cupboard	Recruitment and selection	Line manager of Post	EVH Interview panel Board Member	9 months after end of process

panel communications, references which do not proceed to job offer	Electronic info on SharePoint		Corporate Services staff and Manager		
Information gained from Personal Record Sheet and updates - name, address, Phone number, emergency contact, DOB, NI Number, Passport No, gener, disability and ethnic origin	H drive, People HR for successful candidate	Administration of contracts of employment	Line manager of post, Corporate Services staff and Manager Finance Officer (Payroll)	N/A	Six years after the end of employment for successful candidate. Unsuccessful interviewees – id, rehab offenders destroyed on recruitment of successful candidate. Remainder deleted as above.
Contract of Employment - References, Offer letter, contract, contract variation, flexible working application	People HR. In Locked cupboard in CS room	Administration of contracts of employment	Line manager of post, Corporate Services staff and Manager Finance Officer (Payroll)	EVH (if temporary position). Recruitment agency (If temporary position)	Six years after the end of employment.

HR Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Absence - Self Certificates, Fit notes, OH Referrals, OH Reports, Return to work interview forms, attendance letters	Sage Payroll People HR Locked cupboard in CS Cupboard	Absence/attendance management	Line manager of post, Corporate Services staff and Manager Finance Officer (Payroll)	N/A	Three years after conclusion of absence

Amalgamated staffing spreadsheet	Electronic on SharePoint	Collates key information	CS staff and manager	Payroll	Keep current and previous year.
Pay/Pension – Salary data/letters, pension information, NI & tax information	Sage Payroll People HR	Payment of salaries, pension and associated benefits	Finance Officer (Payroll) Corporate Services Staff and Manager Line. Manager of Post and Management Team	Pension Trust/HMRC/ Internal & External Audit/Debt Collection agencies/Salary Sacrifice agencies/Unions/Credit Unions	Six years after the end of employment
Discipline/Grievance – investigation reports, suspension letters, meeting suspensions letters minutes	People HR	Administration of contracts of employment.	Corporate Services	Solicitor Disciplinary Panel including Board Member	Five years to cover civil action proceedings
Personal Development – Training records, PDR, 121 meetings	People HR	Training and development	Corporate Services staff and Manager, Line Manager of Post	N/A	Five years after conclusion
Family Friendly – pregnancy/adoption/ Paternity/shared parental leave etc.	Sage Payroll People HR	Administration of contracts of employment.	Finance Officer (Payroll) Corporate Services Staff and Manager. Line Manager of Post.	N/A	Three years after tax period in which leave ends.

Redundancy and ill health retirement	SAGE payroll H Drive People HR	To prove proper process	Head of CS/HR CS staff (password protected to limit access levels)	Solicitor SHR as required	7 years after claim settled
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	Hard copy in CS locked cupboard (only accessible to one CS staff member)				
Settlement agreement	Paper file held in secure cabinet and electronic file on Sharepoint. Limited access	To prove proper process	Head of CS/HR. PA to Director	SHR as required	Permanently
Director / Head of Finance & IT	Paper file held in secure cabinet and electronic file on Sharepoint. Limited access	To prove proper process	Head of CS/HR / CS staff	n/a	Permanently

HEALTH & SAFETY

Health & Safety Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Driving License Checks	People HR. Saved on Sharepoint	Health and Safety – Occupational Driving	Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post	Insurance Company HSE	Two years after contract ends
DSE Assessments	People HR. Saved on Sharepoint	Health and Safety	Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post	N/A	Five years after conclusion

Eye Tests	People HR. Saved on Sharepoint	Health and Safety	Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post	N/A	Two years after conclusion
Fit for work assessments	People HR. Saved on Sharepoint	Health & Safety, Absence management	CS staff Manager	Solicitor Insurance Pension provider SHR	Five years after conclusion
Accident records and reports	Accident report and record held electronically Sharepoint	To record health and safety incidents and any action required	Cs staff Director Health & Safety Committee – anonymised report	HSE	6 years after date of occurrence

FINANCE & IT

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Rent Accounting- Customer's name & address will appear on Open Housing. All transactions are integrated to Open Accounts without tenant details. We retain the backup to payments from customers. These details will again often contain customer name and Address.	Open Housing/Open Accounts / K drive / paper files stored in Finance	Management of customer account balances.	Open Housing open to all staff who require access to the Housing Management system. Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files.	Solicitor, Debt Advice Internal/External Auditors Survey Companies	6 years following the end of the financial year to which they relate.
Annual Accounts -supporting papers (K drive) include customer names and addresses for Arrears reports. Used to calculate year end arrears / prepaid balances, bad debt provisions etc.	Opening Housing / K drive/ paper files stored in Finance / SharePoint	To fulfill a statutory responsibility	Open Housing open to all staff who require access to the Housing Management system. Read/Write access for a variety of staff to K drive although only Finance	External / Internal Auditors	6 years following the end of the financial year to which they relate.

<p>Some annual account creditor schedules include staff names eg on accrual calculations and other analysis of employee costs. Creditors schedules will also include details of customer names & addresses e.g analysis of Factoring Floats and prepaid balances.</p>			<p>staff have access to the Finance folders. Limited access to Finance paper files.</p>		
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Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Budget Setting- Working papers on k drive will contain staff member's name etc. The working papers detailing some zero based approaches to budget setting calculations will contain names of some staff members. e.g. downloads from Open Housing / Open Accounts at transactional level.</p>	<p>K drive / paper files stored in Finance / SharePoint</p>	<p>Budget setting purposes</p>	<p>Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files.</p>	<p>External / Internal Auditors Lenders / Funders (no customer / staff names etc included)</p>	<p>6 years following the end of the financial year to which they relate.</p>
<p>Financial Reporting- customers name, addresses and staff names may be included in working papers but no personal details shared with Committees / external parties</p>	<p>K drive / paper files stored in Finance / Outlook / SharePoint</p>	<p>Monthly and quarterly reporting of incomes and costs / assets and liabilities against budget.</p>	<p>Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files. Outlook access restricted to each individuals own</p>	<p>External / Internal Auditors Lenders / Funders (no customer / staff names etc included)</p>	<p>6 years following the end of the financial year to which they relate.</p>

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Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Cash Transaction records – Cash transaction records are maintained in Open Accounts; this includes transactions with customers / suppliers and staff members from time to time. Back up to cash book transactions are stored on Open Housing and will also contain names and addresses of customers / suppliers and staff names. Cash receipt books and cash receipt record sheets are retained in Finance offices. These may also have customer personal information on them e.g name and address & bank account details.</p>	K drive / Open Housing /Open Accounts / paper files stored in Finance	Maintenance of Association's cash transaction records	Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files.	External / Internal Auditors Funders in support of grant claims	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Purchase Ledger – excel analysis of payments due stored on the K drive will be drawn down from Open Accounts at a transactional level and will contain details of suppliers' names and addresses and sometimes tenants' addresses but not usually their names. Supplier invoices filed on SharePoint and paper files will</p>	K drive / Open Housing / Open Accounts / paper files stored in Finance / Outlook / SharePoint invoice processing and approval system	Maintenance of the Association's Accounts Payable ledgers	Read/Write access for a variety of staff to K drive and Open Housing although only Finance Staff have access to The Finance folders and Open Accounts. Limited access to Finance paper files. EMail files open to Finance staff	External / Internal Auditors Funders in support of grant claims	6 years following the end of the financial year to which they relate.

<p>sometimes contain names & addresses of customers. Paper copies of invoices are stored in lever-arch files for 6 years from the end of the financial year to which they relate. Scanned purchases invoices are stored on the network for 6 years. Suppliers will email in invoices which may be stored for between 3-6 months on Outlook.</p>			<p>destroyed after 3-6 months</p>		
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Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Sales Ledger - excel analysis of arrears stored on the K drive drawn down from Open Housing contain details of customers names and addresses and staff names. Recharge and Sales invoices filed on on the K drive and in paper files will usually show names and address of customers and sometimes staff</p>	<p>K drive / Open Housing / Open Accounts / paper files stored in Finance / Outlook / SharePoint</p>	<p>Maintenance of the Associations Accounts Receivable Ledgers</p>	<p>Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to finance paper and files. Email files open to Finance staff destroyed after 3-6</p>	<p>Customers Internal/External Auditors</p>	<p>6 years following the end of the financial year to which they relate</p>

			months.		
Financial Accounting/General Ledger - excel analyses drawn down from Open Housing and Open Accounts will go down to a transactional level and as such may contain details of customers' / suppliers' names and addresses and staff names. Journals filed on K drive may occasionally contain details of customers' addresses.	K drive/ Open Housing / Open Accounts / paper files stored in Finance / Outlook / SharePoint	Maintenance of the Association's nominal ledgers which support the preparation of management information for the Senior Management Team and The Management Committee.	Read/Write access for a variety of staff to K Drive and Open Housing although only Finance staff have access to the Finance folders and open accounts. Limited access to Finance Paper files	External / Internal Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Grant Funding/Development Accounting - excel analyses drawn down from Open Housing or Open Accounts,	K drive/ Open Housing / Open Accounts / paper files stored in Finance / Outlook	Recording and monitoring of grants received and expenditure incurred on development contracts and	Read/Write access for a variety of staff to K drive and Open Housing although only	External / Internal Auditors Funders in support of grant claims / lawyers	NFHA best practice 12 years after settlement of all issues.

and saved on the K drive will be at a transactional level and as such may contain staff names. Correspondence to do with development projects is stored in lever arch files. These files may include customer names and address e.g. property buybacks.		other grant-funded activities.	Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files.		
VAT returns	Excel and Andica MTD software – for subsidiary records / K Drive	Legal and HM Revenue & Customs requirement	Finance Staff	External / Internal Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
House Sales - excel analysis drawn down from Open Housing at a transactional level and saved on the K drive will contain details of customers' names and addresses and staff names	K drive / Open Accounts / Open Housing	Accounting for House Sales	Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files.	Legal/Funders/Internal & External Audit	12 years after settlement of all issues.
Insurance - excel analysis on the K drive will contain details of customers names and addresses. For example 3rd Party Insurance Claims. Annual insurance renewal declarations on the K drive will include property address listings. Regular claims reports from the brokers received by email will be in Outlook	K drive / Open Accounts / Open Housing / paper files in Finance and in Maintenance / SharePoint	Building and Insurance Cover for the Association and factored owners	Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance / Maintenance paper files.	Insurers and Brokers / Internal / External Auditors Lawyers	10 years

			Email files open to Finance / Maintenance staff destroyed after 3-6 months.		
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Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Factoring - Copies of owners' invoices in both word & pdf format are stored on the K drive. Details of Arrears cases, NOP details etc will be stored in the K Drive and in paper files (both will show details of names and addresses of customers). Correspondence with customers will include names & addresses are stored on the K drive and in Open Housing with the exception of some larger mail merges that are stored on the. Manual bill calculations e.g. apportionment of larger contract costs, change of ownership, recharge of legal fees etc. will be saved on the K drive and in paper files. All these are likely to contain customer names and addresses</p>	K drive/ Open Housing / Open Accounts / paper files stored in Finance and Factoring/ Outlook	Provision of a factoring service to Owners and Sharing Owners.	Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance / Factoring paper files. Email files open to Finance / Factoring staff destroyed after 3-6 months.	Lawyers Debt Agencies /Sheriff Officers Internal / External Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Allpay Systems - Over the phone web payment systems (Allpay) retain no personal customer information. Staff key in bank details based on what customer advises at time</p>	Allpay Website / K drive /Open Housing / Outlook	To process customer payments	Authorised staff members (users). These users are set up by IT. Payment downloads which are imported	Internal / External Auditors	6 years following the end of the financial year to which they relate.

of phone call. These details are not accessible to staff going forward. Cancellations of direct debits. These files will contain names and address of customers & bank details.			into Open Housing are stored in the Finance section of the K drive which is only accessible by Finance Staff Allpay DIR files are emailed to Rent Team for information.		
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IT Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Tender Documentation	K drive and paper files in Finance	To support management of contracts	IT and Finance Staff	Internal / External Auditors	1 year for unsuccessful tenders. 6 years after end of contract for successful Tender.

HOUSING & PROPERTY SERVICES

Housing Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Consideration interviews - Bank Statements, copies of ID (passport or driving license), wage slips, correspondence letters	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	To confirm identity, proof of access to children, proof of employment	Housing Services Staff, Housing Manager	Support agencies, Interpreters	Whilst application is live or tenancy awarded
Matching & Allocation Audit Paperwork - list of applicants	Held in open Housing and in the allocations files which are	For transparency for property allocation	Housing Services Staff, Housing	External/internal auditors	For duration of tenancy

on waiting lists being considered for a property, has application number, short name, address, phone number	in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access		Manager		
Transfer Application Forms - proof of pregnancy, medical self assessment forms	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	To confirm change in circumstances	Housing Services Staff	N/A	Until transfer application cancelled
Child protection cases	On H drive	Child protection	Housing Services staff Head of Housing Housing Manager	Social Work Services	Duration of tenancy
Change of circumstances - copies of marriage/birth/divorce/death certificates	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	To confirm change of circumstances for tenancy management (e.g. successions, permission to reside etc.)	Housing Services Staff	N/A	Duration of tenancy

Housing Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Sign up pack - name, address, DOB, NI number, telephone number, email address, household compositions, next of kin info - name, address, telephone number, relationship. Housing Benefit Info - name, address, NI No, telephone number, H/H	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Administration of tenancy agreement	Housing Services staff	Glasgow City Council Solicitors	Duration of tenancy

comp & DOB. Council Tax form - name & address, sometimes previous tenants name & address.					
Termination Form - name, address, telephone number, email address, forwarding address	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Required when a tenant wishes to end their tenancy	Housing Services Staff	N/A	1 year
Abandonment Notice - name, address	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	A 1st and 2nd aband is served when it is believed a tenant is not residing in the property	Housing Services Staff	CSG, Police Scotland, GCC , Prisons in order to establish whereabouts	Duration of tenancy or once tenancy has ended

Housing Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Anti Social Behaviour - name, address, telephone number, email address of subject if provided and also of the perpetrator(s) and details of incident(s), 1st and 2nd warnings, ASBO's, Notice of Proceedings. Corroboration info from neighbours and possibly from e.g. Police or CSG	Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	To record and deal effectively with ASB complaints relating to our tenants	Housing Services Staff Head of Housing	Police Scotland Community Safety Glasgow	Duration of tenancy
Recovery of Tenancy - same info as ASB and/or NOP plus decree extract if eviction granted	Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Required for court when trying to secure an eviction	Housing Services Staff Head of Housing	CSG, TC Young, Police Scotland,	5 years after end of tenancy

Residents/close meetings notes - name, address	Held in open Housing and house files. Any correspondence is saved to H drive which is limited in access	To address any communal issues	Housing Services Staff	CSG, TC Young, Police Scotland	5 years
Notice of Proceedings - name, address and grounds for raising action	Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Served for a number of reasons e.g. condition of property	Housing Services Staff Head of Housing	CSG, Police Scotland	Duration of tenancy

Housing Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Councillor Enquiries - name and address of tenant(s) and nature of letter	Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Normally instigated by the tenant wanting something answered or resolved	Housing Services Staff Corporate Services Staff Housing Manager Head of Housing Director	N/A	Duration of tenancy
Solicitor Letters - name and address of tenant(s) and nature of letter	Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access	Normally instigated by the tenant wanting something answered or resolved	Housing Services Staff Corporate staff Housing Manager Head of Housing Director	N/A	Duration of tenancy
Retirement Housing - emergency contact details, GP details, next of kin Retirement Housing - name and address of vulnerable individuals or involved in incidents	Stored in house file and on open housing. Stored in K Drive (restricted access)	In case of emergency To record incidents and accidents, referrals and smoke alarm callouts	Housing Services Staff, Head of Housing Housing Services Staff, Head of Housing	Shared with Alert A call Potentially: tenant's named contact; GP; Social Work, Fire and Rescue	Duration of tenancy and at termination of tenancy, delete Duration of tenancy and at termination of tenancy, delete

and accidents					
Housing Services Documents					

Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Supported Accommodation - information from support providers, possibly Social Work regarding proposed referral	Stored on open housing, in H drive and in locked cupboard	To process/assess housing referral	Senior Housing Officer Housing manager Head of Housing	Support provider Glasgow City Council and Fire service for HMO purposes	Duration of tenancy and at termination of tenancy, delete
GOSIP service – name, address, phone number, email, medical info, DOB, family comp, care responsibilities, employment status/benefits, next of kin, protected characteristics, NI, immigration status, notes of meetings or claims	On electronic Gosip database which is restricted in access	To assist clients in any claims or other issues they might have	GOSIP Co ordinator	n/a	For the period GOSIP acts as confirmed representative and an additional two years if consent is given in relation to a claim or appeal

Housing Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Welfare Benefits Documents					
Welfare benefits clients– name, address, phone number, email, medical info,	Held on electronic welfare rights access database with restricted permissions in H	To maintain a record of client contact and for follow up action	Welfare Rights staff Notes accessed by rents team staff	DWP HMRC Southseeds Foodbank	For the period we act as confirmed representative and an additional two

DOB, family comp, care responsibilities, employment status/benefits, next of kin, protected characteristics, language, NI, immigration status, notes of meetings or claims	drive Notes of meetings held in paper file on Open Housing in Capita or personal desktop which is accessible only by the individual staff member. Held in locked filing cabinets in nearby location.			Solicitors South east carers network GCC Translators/Interpreters as part of discussions MPs/MSPs Some of above with mandated Authorisation.	years if consent is given in relation to a claim or appeal, an agreed period of retention will be agreed
Maintenance Documents					

Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Emails from repairs email - name and address	Repairs inbox	To process repairs	Repairs Staff, Senior Maintenance Officer Head of Housing & Property Services	Contractors to organise works.	Each email deleted after one month. Only kept if needed and at that point scanned to tenant's file
Excel table of emergency repairs received from contractors who use e service- name, address, telephone number	Individual officer inboxes	To record emergency repairs that have taken place onto Open Housing	Repairs Staff, Senior Maintenance Officer Head of Housing & Property Services	N/A	Deleted after processing
Repairs requests from tenants - name, address, telephone number	Open Housing	To process repairs	All staff	Contractors to organise works.	Permanently on Open Housing
Repair request noted by hand - name, address, telephone number	Paper Notebooks	To note repairs calls	Repairs Assistants	other repairs assistants.	Until notebook runs out) Disposed of in Confidential waste.
Inspection works	On each officer's tablet which syncs to Open	To advise of inspections to be carried out	Repairs Staff, Senior Maintenance	N/A	As part of tenants records

	Housing and into outlook diaries		Officer Head of Housing & Property Services		
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Maintenance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Medical adaptations - name, address, telephone number, details of disability, household composition	Processed as normal repair through open Housing. Any paperwork held in tenant's file	To carry out medical adaptations	Housing Services, Development & Maintenance Staff	Contractor, Social Work	1 year past completion
Medical Adaptations OT Referral - name, address, date of birth, telephone number, medical history	In tenant's file and on Open Housing	To carry out medical adaptations	Housing Services, Development & Maintenance Staff	Social Work	Indefinite
Medical adaptations letters - name , address	Open Housing	To acknowledge receipt of medical adaptation referral	Housing Services, Development & Maintenance Staff	Social Work	Indefinite
Gas Servicing - name, address and contact information	Open Housing and in tenant's file	To carry out annual gas service and ensure compliance	Housing Services, Development & Maintenance Staff	Contractor	6 years for certificate
Gas service letters- name and address	In tenant's file, repairs file and noted on Open Housing	To carry out annual gas service and ensure compliance	Maintenance Staff and Housing staff	N/A	As per length of tenancy

Rent Management Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Housing Benefit notifications	Stored electronically in K Drive. Electronic downloads	For reference and entitlement checks	Rent and Welfare Rights staff	N/A	1 month

	received and password protected.		members		
Tenants legal action (e.g. NOP, Book to court)		Manage rent arrears	Rent Staff	Solicitors Sheriff Officers	Remainder of tenancy excluding NOP
Tenant rent arrears/court action spreadsheet	Stored in K Drive	For working document	Rent Staff	N/A	Tenant information deleted on completion
Tenants medical information	Advice Pro (web based application) Copies kept on ***	For entitlement checks to various benefits. Copies of disability benefit forms and medical reports	Four members of Welfare Rights staff - licensed (password protected)	DWP	Deleted after award outcome
Direct debit and debit card payment information	Allpay (web based application)	For rent payments	Rent staff via password protected portal	Allpay	Not retained
Tenant's name, address, contact number and reason for referral	HES Portal	Referral to Home Energy Scotland (HES)	Welfare Rights and Digital Inclusion by protected password	H.E.S.	not retained by us but can access on HES portal
Tenant's name and phone number & reason for referral	Open Housing	Referral to Scotcash	All staff	Scotcash	1 month

Rent Management Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Tenant's name, address, contact number, rent payment history	Rentsense Portal	Rent arrears management	Six members of Rent (password protection)	Rentsense	Until tenants no longer in arrears
Tenants name, address, debt and payment history	Advice Pro (web based case management system) and Invu for copies of paperwork & Invu.	To enable us to contact creditors and to complete a financial statement and offer of payment. Copies of debt paperwork held in Invu	Two members of Welfare Rights Staff - licensed (password protected)	Advice pro	When agreement reached and case closed
Tenant's name, address, DOB, NI No. & Rent	DWP Criminal Justice secure email (encrypted) e-mail, OPEN HOUSING	UC payment & APA & DWP RDI requests	Rent & Welfare Rights	DWP	Deleted after award outcome
Original copies of	These are e-mailed to HB.	Housing Benefit	Rent and Welfare	HB	Not retained - deleted

tenants' bank statements			Rights Staff		after emailed to HB
Tenants name, address, household composition and ages, household income details.	Stored on server	Lisson Grove Benefits Programme -Check for entitlement to various social security benefits.	3 Welfare Rights staff, access by license only.	N/A	Not retained

Factoring documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Current owners – occupancy agreement, letters, welfare benefits advice, factoring bills, accidents and incidents in common areas, insurance claims, common repairs and major repairs correspondence, information regarding court proceedings		To provide occupancy history	Factoring staff	Solicitor Insurer 1 st tier tribunal	Duration of tenancy. Once tenancy ended only basic info will be held on file along with correspondence of end of occupancy
Former owners- occupancy agreement, letters, welfare benefits advice, sale info, leaving correspondence, info from other agencies relating to owner and household		To provide proof of occupancy	Factoring staff	Solicitor Insurer 1 st tier tribunal	Five years following end of occupancy, then destroyed and only basic electronic details confirming name, address, start and end of occupancy retained

DEVELOPMENT & REGENERATION

Development & Regeneration Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Statutory consents and	Held on electronic project file	For reference and any	Development	Consultants	Permanently

guarantees relating to development	and also paper H/S file and electronic at completion of project	queries	Staff	Contractors Participating private owners relative to their particular property	
Site investigation information	Held on electronic project file and also paper H/S file and electronic at completion of project	For reference and any queries	Development Staff	Consultant Contractor Funders Lenders	Permanently
O&M manuals for development	Part of H/S file	For reference and any queries	Development Staff Maintenance Staff	Consultants Contractor	Permanently
As built drawings	Part of H/S file	For reference and any queries	Development Staff	Consultants Contractor	Permanently
Legal documentation for acquisitions and CPOs	Electronic on project file	For reference and any queries	Development Staff Maintenance Staff	Consultants Contractor Tenants	Permanently
Grant funding offers in relation to development and acquisitions	Electronic on project file	For reference and any queries	Development Staff	Consultants Contractor Funders Lenders	Permanently
Title Deeds	With TC Young Solicitors	For reference and any queries	Development Staff	Solicitor Lenders	Permanently
Tender documentation	In paper file in secure location. PDF on project file	To support management of contracts	Development Staff	Consultant Lenders	1 year for unsuccessful tenders 6 years after end of contract for successful tenders

Development & Regeneration Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Property Valuations	Server	Purchase new properties on the open market	Development Staff	TC Young and District Valuer	Indefinite
Cyclical repairs spreadsheet-	Open Housing, Job files	To carry out cyclical	Maintenance	Contractor	Until next contract is

name and address		repairs	Staff		tendered: 3/4 Years
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GOVANHILL COMMUNITY DEVELOPMENT TRUST

Govanhill Community Development Trust					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Grant funding Offers – In relation to community regeneration projects	Held in secure cupboard in GCDT Office.	For reference and any queries	GCDT Staff	N/A	5 years
Community work - customers name, address, email address, phone number, health issues, date of birth	Paper copy in locked filing cabinet in GCDT office. Secure electronic spreadsheet.	Administration of support. Reporting information for funders. To provide ongoing support to individuals	GCDT Staff	Reports for funders use anonymised information.	Personal info can be deleted after the project/support ends. Consent required if info to be held beyond this timeframe. Stats (anonymised) retained to inform future funding applications.
Volunteering - customers name, address, telephone number, email address, emergency contact, disability, ethnicity, reference, criminal convictions	Paper copy held in secure room in filing cabinet	Administration of volunteering programme. Reporting information for funders. To provide ongoing support to individuals	GCDT Staff.	No. Reports for funders use anonymised information.	Records held for current volunteers and for 6 months after they leave and basic statistical info held for one more year.

Community conversations- customers name, address, telephone number, email address, age. Media consent form, medical conditions	Registration form – details saved to database. Limited access to GCDT staff	Administration of project. Reporting information for funders. To provide ongoing support to individuals	GCDT Staff	Reports for funders use anonymised information.	Personal info can be deleted after the project ends. Stats (anonymised) retained to inform future funding applications.
Employability project - customers name, address, telephone number, email address, age, marital status, children, right to work, benefit status, qualifications, convictions, health and medication, support required	Registration form – saved in secure room in filing cabinet	Administration of project. Reporting information for funders. To provide ongoing support to individuals	GCDT Staff	Reports for funders use anonymised information.	Personal info can be deleted after support ends. Stats (anonymised) retained to inform future funding applications. Information for ESF retained for three years.
ESOL project – name, address, telephone, emergency contact, DOB, age of children if using creche, media consent form, medical conditions	Registration form – saved in secure room in filing cabinet	Administration of project. Reporting information for funders. To provide ongoing support to individuals	GCDT Staff	. Reports for funders use anonymised information.	Personal info can be deleted after support ends. Consent required if info to be held beyond this timeframe. Stats (anonymised) retained to inform future funding applications.