

	Record	Retention Period
1	Records relating to applications for accommodation	
1.1	Details captured during account creation and/or application, but no contract accepted	End of the intended contract year plus 3 months
1.2	Details captured during account creation, application and contract accepted	End of contract year plus 6 years
1.3	Medical support received	End of contract year plus 3 months
1.4	Details of students/persons allocated to nominated third party providers	End of contract year plus 6 years
1.5	Records relating to accommodation deposits	End of contract year plus 6 years
2	Records relating to residents	
2.1	Records relating to arrival of students/residents	End of contract year plus 6 years
2.2	Records relating to accommodation starter packs	End of contract year plus 3 months
2.3	Records of students/persons in residence	End of contract year plus 3 months
2.4	Records relating to movement of students/residents between rooms	End of contract year plus 6 years
2.5	Records relating to requests to vacate accommodation	End of contract year plus 6 years
2.6	Records relating to Notices to Quit accommodation	End of contract year plus 6 years
2.7	Records relating to departure of students/residents (including withdrawal or interruption of studies)	End of contract year plus 6 years
2.8	Records relating to student/tenant financial matters	End of contract year plus 6 years
2.9	Records relating to complaints	End of contract year plus 6 years
2.1	Records relating to breach of tenancy	End of contract year plus 6 years
3	Records relating to Health, Safety and Security	
3.1	Estate Patrol incident reports	End of contract year plus 3 months

3.2	Records relating to the use of Emergency Rooms	End of contract year plus 3 months
3.3	Records relating to Personal Emergency Evacuation Plans (PEEPs)	End of contract year plus 6 years
3.4	Fire alarm/Incident reports	End of contract year plus 3 months
3.5	Records relating to fire drills held during the contract year	End of contract year plus 3 months
3.6	Copies of Health and Safety Incident and Near Miss forms (these are submitted electronically to the Health & Safety team who will retain as per their own policy)	End of contract year plus 3 months
3.7	Records of left/lost property	End of contract year plus 3 months
3.8	Records relating to lost key notifications and/or charges (including spare keys)	End of contract year plus 6 years
4 Records relating to cleaning, room inspections, condition and maintenance		
4.1	Room Inspection reports and IAuditor	End of contract year plus 3 months
4.2	Room condition forms	End of contract year plus 3 months
4.3	Records relating to kitchen inspection reports	End of contract year plus 3 months
4.4	Records relating to maintenance and faults	End of contract year plus 15 months
4.5	Records relating to damage/repair notifications and/or charges	End of contract year plus 6 years
5 General records related to residency		
5.1	Records of mail and/or parcels received	End of contract year plus 3 months
5.2	Student signing-in records	End of contract year plus 3 months
5.3	Records relating to bike tagging and/or bike storage	End of contract year plus 3 months
5.4	Records relating to the issue/refund of laundry tokens	End of contract year plus 3 months
5.5	Records relating to overnight guests	End of contract year plus 3 months
5.6	Records relating to replacement meal requests	End of contract year plus 3 months
5.7	Records relating to car parking and permits	End of contract year plus 3 months
5.8	Electronic communications with residents	End of contract year plus 3 months
5.9	Records relating residence events	End of contract year plus 3 months

5.10	Records relating to marketing activities	End of contract year plus 6 years
6 Records relating to statistics and software testing		
6.1	Records relating to Room Service testing	6 months after implementation of each new version/release
6.2	Data used for statistical analysis purposes	End of contract year plus 2 years
7 Records relating to Studentpad		
7.1	Registration user details and property details	Held until user requests to cancel account
7.2	Personal details captured when a property review is posted	Held until user requests to delete review, or the review or property is removed by us
7.3	Data captured when using message boards	Held until user requests to delete the post/reply; the expiry date set in the post has passed; an administrator removes the post/reply; or an administrator removes the thread.

Last updated: 14 June 2018