

# Privacy Notice Retention Information – DPC4.7

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## 1. Why we retain your data

As an organisation, we seek to build lifelong relationships with our clients and other stakeholders. This means nurturing loyalty through our shared values and beliefs, strong and sustained communications and excellent levels of customer care grounded in the principles of responsiveness, accountability, transparency and mutual respect.

We collect and use personal data for the purposes outlined in our **Privacy Notice**. We will never keep excessive personal information about an individual or personal data for longer than we have to and will always destroy any personal data that we keep securely when its retention period has ended or when you ask us to do so.

We make sure that any companies which process your data on our behalf do the same.

We have varying retention periods for different categories of information depending on our legal obligations, whether there is an administrative need (such as answering client queries), to monitor conservation/advisory activity that has long term impacts (such as following up on the impact of services we have provided), to monitor species and other records essential to our work over long periods, and so that we can understand the reasons why people support us or get involved with our work.

After a retention period has elapsed, the data is securely deleted or archived.

Where we hold personal data for long periods – for example, when it is archived – we will only retain essential data for a defined purpose.

Our retention periods are outlined below, but if you have any questions about the data we hold, why and for how long or to see our full Data Protection and Privacy Policies, please do get in touch:

DWC Manager  
Telephone: 01392 455930  
Email: <mailto:dwc@devonwildlifetrust.org>  
Address: Devon Wildlife Consultants  
Unit 2, Aldens Business Court  
Chudleigh Road  
Exeter  
EX2 8TS

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### 2. Retention Periods

| Type of data                       | Retention Period for 'live' data   | Information that we Archive and for how long   | Reason for Retention  |
|------------------------------------|--|--|---|
| Client contact records             | All data for the duration of the client relationship and for up to 12 months after the service has been completed.<br><br>Communication consent preferences will be kept indefinitely unless you unsubscribe or opt out.   | Name, location of residence, service provided, fee for service, and how an individual has interacted with the Consultancy.   | Live data is retained to provide the service you have asked for.<br><br>Limited data is archived to help us understand who supports us, why and for how long.   |
| E-newsletter recipients            | Data is retained until an individual unsubscribes from our communications.   | N/A  | We only hold live data in this case to keep in touch with individuals based on their communications preferences.  |
| Volunteer records                  | For the duration of their volunteering and for 1 year after volunteering has ended.<br><br>In the case where a volunteering role is part of a funded project and the funding agreement requires us to keep volunteer information for the life of a project and for a defined period afterwards, then this will be our retention period | For volunteers who are part of funded projects, this will depend upon the funding agreement, but is unlikely to be longer than 2 years after the project ends and data will be anonymised wherever possible in our records and for funder reports<br><br>For all other volunteers, we will only retain anonymised data for statistical purposes. | Live data is held to communicate with volunteers about the work we do and the volunteering opportunities available.<br><br>We only archive personal data for someone who no longer volunteers where a funding agreement requires us to. |
| Volunteer applications & paperwork | Applications will be destroyed after 6 months. Volunteering agreements will only be retained for 1 year after volunteering   | N/A  |   |

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|  | ceases.  |  |   |
| Job applications   | <p>Applications for unsuccessful applicants will be destroyed after 6 months unless we have permission to keep them on file.</p> <p>Applications for successful applicants will be retained for the length of their employment with us.</p>  | N/A  |   |
| Merchandise orders   | Personal data will be retained to service any order and for 12 months after this.  | No information is archived   | Live data is used to process your order, to provide you with information about offers that we think might interest you (if you have opted to receive communications of this kind from us).  |
| Records relating to services we have provided for you or which you have requested from us. | <p>Personal data will be retained to provide the service or support you have requested and for up to 2 years after the provision of the service is completed.</p> <p>Where the service, support or activity you benefit from is part of a multi-year project or initiative and/or externally funded and the funding agreement requires us to keep volunteer information for the life of a project and for a defined period afterwards, then this will be our retention period.</p> | Depending on the project or activity, we will archive limited personal data. For example, information that relates to properties or developments where there are longer term conservation impacts. | <p>Live data is kept to provide the required service, to check the quality/monitor the impact of the service and to keep you aware of other relevant offers or opportunities.</p> <p>Archived data is kept to meet the requirements of funding agreements, to analyse our work and to monitor the impact the service we provide such as conservation gains over long periods.</p> |

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| <b>Audience for Document</b>                      | <b>DWC Clients and volunteers</b>        |
| How disseminated?                                 | On our website; link from Privacy Notice |
| Who is responsible for dissemination and updates? | DWS Data Protection Lead                 |

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| <b>Related Policies and Guidance</b>                       |
| This document is part of our Privacy Notice for DWC DPC4.6 |