

## MIDLAND HEART CUSTOMERS' PERSONAL DATA REGISTER

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<b>Application and Tenancy Records</b>								
Applications for accommodation including supporting documents (successful applications)	Operations Directorate	Director of Housing Operations and Director of Supported Living	Yes	Yes	Necessary for the performance of a contract 6(1)(b) and Explicit consent for special categories 9(2)(a)	6 years after offer accepted	Best Practice	Confidential
Applications for accommodation including supporting documents (incomplete) retained for follow up/review	Operations Directorate	Director of Housing Operations	Yes	Yes	Necessary for the performance of a contract 6(1)(b) and Explicit consent for special categories 9(2)(a)	Retain scanned copy for 12 months (destroy original once scanned to system).	Locally agreed practice	Confidential
Continuous Recording of lettings and sales - data record form CORE returns	Operations Directorate	Director of Housing Operations	Yes	Yes	Compliance with legal obligations 6(1)(C)	Destroy immediately after statistics have been recorded.	Best Practice and Data Protection Act 1998	Internal
Housing Benefit notifications	Operations Directorate	Director of Housing Operations	Yes	No	Necessary for the performance of a contract 6(1)(b)	Forms part of the tenancy file – retain 6 years post tenancy	Best Practice	Confidential
Rent Statements and court documents relating to rent arrears action	Operations Directorate	Director of Housing Operations	Yes	Yes	Necessary for the purposes of legitimate interests pursued by MHL (6)(1)(f) and Necessary for the establishment, exercise or defence of	Forms part of the tenancy file – retain 6 years post tenancy	Best Practice	Confidential

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					legal claims 9(2)(f)			
Tenants' tenancy files (Electronic file) including rent payment records, and details of any complaints and harassment cases *See Tenancy Agreements **Also see below for Retirement Schemes	Operations Directorate	Director of Housing Management  Director of Supported Living  Director of Older People Services	Yes	Yes	Explicit consent in relation to special categories of data 9(2)(a)  Necessary for the legitimate interest pursued by MHL 6(1)(f)  Necessary for the performance of a contract 6(1)(b)  Necessary for the establishment, exercise or defence of legal claims 9(2)(f)	In general, for the length of the tenancy plus 6 years post tenancy. (See below re Tenancy Agreements). Any 'live' issues must be kept. *See below re hard copy complaints records	Limitations Act 1980 & best practice with DPA, 5th principle.  For rent payment details, best practice suggests live system holds 2 years records plus current year.	Confidential
Tenancy Agreements (hard copy)	Operations Directorate	Director of Housing Management  Director of Supported Living  Director of Older People Services	Yes	No	Necessary for the performance of a contract 6(1)(b)	Hard copy must be kept for all current tenants plus 6 years post tenancy (see below).	Best Practice	Confidential
All former tenants' Tenancy Agreements and Licences including Retirement schemes, (hard copy), and details of their leaving.	Operations Directorate	Director of Housing Management  Director of Supported Living  Director of Older People Services	Yes	No	Necessary for the performance of a contract 6(1)(b)	Destroy 6 years post tenancy.	Limitations Act 1980 & Best Practice with DPA 5th Principle	Confidential
Complaints (hard copy) including ombudsman related documentation	Operations Directorate	Director of Customer Experience	Yes	Yes	Necessary for the compliance with legal obligations 6(1)(c)  Necessary for the	Destroy 3 years from when the matter is concluded	Locally agreed practice	Confidential

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					establishment, exercise or defence of legal claims 9(2)(f)			
Documentation, correspondence & information provided by other agencies relating to special needs of current customers	Operations Directorate	Director of Housing Management Director of Supported Living Director of Older People Services	Yes	Yes	Necessary for the performance of a contract 6(1)(b)	Forms part of the tenancy file – retain 6 years post tenancy	Held on a 'need to know' basis. Medical and social services records liable to be confidential. To be returned or passed to subsequent at end of tenancy, or destroyed.	Confidential
Records relating to offenders, ex-offenders and persons subject to cautions	Operations Directorate	Director of Housing Management	Yes	Yes	Explicit consent 6(1)(a) and 9(2)(a)  Necessary for the compliance with legal obligations 6(1)(c)  Necessary for the protection of vital interests of the data subject or another person 6(1)(d)  Necessary for the purposes of legitimate interests pursued by MHL 6(1)(f)	Forms part of the tenancy file – retain 6 years post tenancy	Held on a 'need to know' basis. Police sourced records may be confidential. Dealt with as required by police.	Confidential
Customer profile data (electronic) – current customers	Operations Directorate	Director of Customer Experience	Yes	Yes	Explicit consent 6(1)(a) and 9(2)(a)	Forms part of the tenants electronic record – retain for the duration of the tenancy	Required whilst the customer is still a tenant	Internal
Customer profile data (electronic) - former customers	Operations Directorate	Director of Customer Experience	Yes	Yes	Explicit consent 6(1)(a) and 9(2)(a)	Retain 6 years post tenancy	Best Practice with DPA 5th Principle	Internal
Customer profile data (paper)	Operations Directorate	Director of Customer Experience	Yes	Yes	Explicit consent 6(1)(a) and 9(2)(a)	Destroy once input to system	Only retain until a diligence check has been completed to ensure that information has been input correctly.	Internal
Customer Survey Results	Finance and Resources	Director of Planning and	Yes	No	Explicit consent 6(1)(a) and 9(2)(a)	3 years	Best Practice	Internal

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		Performance						
<b>ASB</b>								
Case files and associated documents (hard copy) including court orders	Operations Directorate	Director of Housing Management	Yes	Yes	Explicit Consent in relation to Special categories of data 9(2)(a)  Necessary for the compliance with legal obligations 6(1)(c)  Necessary for the establishment, exercise or defence of legal claims 9(2)(f)	6 years from the date of last offence	Best Practice with DPA 5th Principle	Confidential
Domestic Abuse cases - Multi Agency Conferences & Co-ordinated Action Minutes	Operations Directorate	Director of Housing Management	Yes	Yes	Necessary for the compliance with legal obligations 6(1)(c)  Necessary to protect the vital interests of the data subject or another person 6(1)(d)	Minimum of one year	Recommended working practice	Confidential
All other Domestic Abuse records	Operations Directorate				Necessary for the performance of a task carried out in the public interest 6(1)(e)	Retained until the matter has been concluded (for the lifetime of the case) – minimum 6 years	Coordinated Action Against Domestic Abuse recommends that Independent Domestic Violence Advisors (IDVA) keep files for a minimum of 6 years dated from the last contact with a client	
Community Safety Minutes i.e. Neighbourhood Action Group Minutes. Joint Action Group, Restorative	Operations Directorate	Director of Housing Management	Yes	Yes	Explicit consent in relation to Special Categories Data 9(2)(a)  Necessary for the	Forms part of case file. Retained until the matter has been concluded – minimum 6 years	Recommended working practice	Confidential

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Justice documents					<p>compliance with legal obligations 6(1)(c)</p> <p>Necessary to protect the vital interests of the data subject or another person 6(1)(d)</p> <p>Necessary for the performance of a task carried out in the public interest 6(1)(e)</p>			
<b>Retirement and Supported Living Services</b>								
Records of Incidents, Events or occurrences AND CQC Notifications and SP Notifications	Operations Directorate	<p>Director of Retirement Living and Care Services</p> <p>Director of Supported Living</p>	Yes	Yes	<p>Necessary for compliance with legal obligations 6(1)(c)</p> <p>Necessary for carrying out obligations under employment, social security or social protection law 9(2)(b)</p>	6 years	If Resident involved in incident then to be retained with Resident records and archived in line with Resident file records below	Confidential
<p>Residential care homes and Supported Living Schemes – Diary</p> <p>Communication Books/Documents – Retirement Services and Supported Living Services</p> <p>Shift Handover Sheets - Older People Services and Supported Living</p>	Operations Directorate	Director of Retirement Living and Care Services	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>Yes</p> <p>Yes</p>	<p>Necessary for the performance of a contract 6(1)(b)</p> <p>Necessary for the performance of a legal contract 6(1)(b)</p> <p>Necessary for the performance of a legal contract 6(1)(b)</p>	6 years	Any documents relating to daily operational functions of the care homes	Internal

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Residential care home and Supported Living Staff Rotas and Cleaning Rotas  Signing In Book for Staff and Visitors	Operations Directorate	Director of Retirement Living and Care Services  Director of Supported Living	Yes  Yes	No  No	Necessary for the performance of a legal contract 6(1)(b)  Necessary for the performance of a legal contract 6(1)(b)	6 years	Locally agreed practice	Internal
Risk Assessments	Operations Directorate	Director of Retirement Living and Care Services  Director of Supported Living	Yes	Yes	Necessary for the performance of a contract 6(1)(b)	12-36 months	Keep the latest risk assessment until a new one replaces it	Confidential
Medication Records	Operations Directorate	Director of Retirement Living and Care Services  Director of Supported Living	Yes	Yes	Necessary for the performance of a contract 6(1)(b)	Destroy 6 years after provision of service ended (6 years from date of death).	To be retained with Resident records and archived in line with Resident file records below	Confidential
Care plans for adults and related documents	Operations Directorate	Director of Retirement Living and Care Services  Director of Supported Living	Yes	Yes	Necessary for the performance of a contract 6(1)(b)	Destroy 6 years after provision of service ended (6 years from date of death).	Some documents may be transferred to subsequent caring agency either at time of transfer to another Provider or if a Resident moves onto other alternative suitable accommodation.	Confidential
Documentation, correspondence & information provided by other agencies relating to special needs of current customers	Operations Directorate	Director of Retirement Living and Care Services  Director of Supported Living	Yes	Yes	Necessary for the performance of a contract 6(1)(b)	While tenancy/care continues then 6 years	Held on a 'need to know' basis. Medical and social services records liable to be confidential. To be retained with Resident records and archived in line with Resident file records above	Confidential
Subsidy claims	Operations Directorate	Director for Supported Living	Yes	Yes	Performance of contract	Duration of tenancy	Limitation for legal action	Confidential

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Support Plans						6 years post tenancy		
Single assessments (including supporting information)						6 years post tenancy		
<b>Health and Safety</b>								
Accident, Incident and Near Misses reporting form and F2508 Form	Governance and Contracts	Health and Safety Business Partner	Yes	Yes	Necessary for the compliance with legal obligations 6(1)(c) Necessary for carrying out obligations under employment, social security or social protection law 9(2)(b)			
Records of investigations of incidents including Witness Statements	Governance and Contracts	Health and Safety Business Partner	Yes	Yes	Necessary for carrying out obligations under employment, social security or social protection law 9(2)(b)	40 Years	Limitations Act 1980	Internal
Risk Assessments and recommended actions	Governance and Contracts	Health and Safety Business Partner	Yes for personal risk assessments  No for task specific assessments	Yes for personal risk assessments  No for task specific assessments	Necessary for carrying out obligations under employment, social security or social protection law	5 Years	Control of Substances Hazardous to Health Regulations 2002	Internal
Signs containing contact details of official first-aiders	Governance and Contracts	Health and Safety Business Partner	Yes	No	Consent 6(1)(a)	*Termination of contract	Management of Health and Safety at Work Regulations 1999	Internal
Health and Safety Training Records	Governance and Contracts	Health and Safety Business Partner	Yes	No	Necessary for compliance with legal obligations 6(1)(c)	Until the end of employment	Good practice	Internal
<b>Information Governance/Records Management</b>								
Subject Access Requests completed	Governance and	DPO	Yes	No	Consent 6(1)(a) and	3 years	Locally agreed practice	Confidential

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forms and log	Contracts				Necessary for compliance with legal obligation 6(1)(c)			
Notifications of Data Protection Breaches and log	Governance and Contracts	SIRO	Yes	No	Necessary for compliance with legal obligation 6(1)(c)	6 years	Limitation for legal proceedings (May be required for disciplinary/litigation purposes)	Confidential
Freedom of Information Act (FOIA) - requests	Governance and Contracts	DPO	Yes	No	Necessary for compliance with legal obligation 6(1)(c)	MHL is not subject to FOI but may be required to complete such requests on the basis of a contract with a partner organisation which is subject to FOI (i.e. Local Authority)	N/A	Confidential
Certificates for destruction of data including personal data	Each directorate in respect of the personal data held which they decide to destroy	DPO	Yes	No	Necessary for compliance with legal obligation 6(1)(c)	6 years	Limitation for legal proceedings	Internal
<b>Insurances</b>								
Claims and related correspondence	Governance and Contracts	Director of Assurance	Yes	Yes		3 years after settlement	Scan all documentation. No Hard copies kept. Scanned files can be destroyed 3 years after settlement and all obligations and entitlements are concluded.	Internal
Claims related minors	Governance and Contracts	Director of Assurance	Yes	Yes		Until the claimant's 22 <sup>nd</sup> birthday or 3 years after settlement (whichever is longer).	Limitation is extended to 21 years of age. Scanned documents to be retained until claimant's 22 <sup>nd</sup> birthday or until 3 years after settlement (whichever is longer) and	Confidential

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							all obligations and entitlements are concluded.	
<b>Property records</b>								
Rent registrations (superseded)	Operations Directorate	Director of Housing Operations				6 years	6 years if it has been superseded by a subsequent registration	Internal
Rent Registrations (not superseded)	Operations Directorate	Director of Housing Operations				Permanently	When no new fair rent has been registered e.g. there is no longer a Rent Act tenant in the property) the maximum recoverable rent will be applicable if a Rent Act tenant is ever moved into that property.	Internal
Fair rent documentation	Operations Directorate	Director of Housing Operations				6 years	Rent officer recommendation	Internal
Leases and deeds of ownership	Operations Directorate	Director of Housing Operations				While owned – permanently or until property disposed of Leases – 15 years after expiry	Best practice	Internal
Copy of former leases	Operations Directorate	Director of Housing Operations				12 years after settlement of all issues	Limitation for legal action relating to land or contracts under seal.	Internal
Wayleaves, licenses and easements	Assets Directorate	Director of Assets  For new built properties – Director of Development				12 years after rights given or received cease	Limitation for legal action relating to land or contracts under seal	Internal
Abstracts of title	Operations Directorate	Director of Housing Operations				12 years after interest ceases	Limitation for legal action relating to land or contracts under seal	Internal
Planning and building control permissions	Assets	Director of Development Director of Property Care Director of Asset Management				12 years after interest ceases	Limitation for legal action relating to land or contracts under seal	Internal

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Property maintenance records	Assets Directorate	Director of Asset Management				6 years	Limitation for legal action	Internal
Reports and professional opinions	Assets Directorate	Director of Development Director of Property Care Director of Asset Management				6 years	Limitation for legal action	Internal
Development documentation	Assets Directorate	Director of Development				12 years after settlement of all issues	To facilitate future RCGF calculations/ Limitation for legal action relating to land or contracts under seal	Internal
Invoices	Business Resources and Finance	Director of Finance				12 years	Limitation for legal action relating to land or contracts under seal	Internal
VAT documentation						See Finance Accounting & Tax Records section	See Finance Accounting & Tax Records section	Internal
Asbestos and other compliance record	Assets Directorate	Director of Compliance				Asbestos needs current and historical information	HSG264 requirement	Public
<b>Resident Meetings</b>								
Minutes	Operations Directorate	Director of Quality and Customer Experience	Yes	No	Legitimate interest 6(1)(f)	1 year	Best Practice with DPA 5th Principle	Internal
<b>Supporting People</b>								
<b>Vehicles</b>								
Mileage records	Governance and Contracts	Facilities Manager	Yes	No	Performance of a contract 6(1)(b)	2 years after disposal	Best Practice	Internal

\* Personal Data means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, by an identifier such as name, ID number, location data (address), or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person

\*\* Special Categories of Personal Data means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, data concerning health or natural person's sex life or sexual orientation.