



Awdurdod Cyllid Cymru
Welsh Revenue Authority

Retention and Disposal Schedule

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Contents

Retention and Disposal Schedule	1
Contents	2
About this policy	3
Introduction.....	4
Purpose of the Retention and Disposal Schedule	5
Scope of the Retention and Disposal Schedule.....	5
Revision of this schedule	6
Roles and responsibilities	7
Previous versions of the Retention and Disposal Schedule	8
Authorisation.....	8
Part 1: Taxpayer and Registration information	9
Part 2: Day-to-day business activities (not tax specific).....	12
Part 3: Corporate finance	17
Part 4: HR management.....	18
Part 5: Health and safety	28
Part 6: Contracts.....	32
Part 7: Digital and Technology.....	34
Part 8: Events, public relations, and press office	38
Part 9: Complaints	40
Part 10: Freedom of Information (FOI)	42
Part 11: Potential historical value	45
Part 12: Information and records management	47
Part 13: Databases, websites, and intranet	52

About this policy

The Retention and Disposal Schedule (R&DS) covers all information and records, irrespective of medium, and should be applied to all digital and hardcopy information as well as databases and social media.

The R&DS:

- provides a management tool for identifying and determining the retention and disposal of information and records created by the Welsh Revenue Authority (WRA)
- contains the major categories of information and records it creates
- provides guidance to enable compliance with legal obligations

For sensitive information, including that covered by the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018 (the “Data Protection Legislation”), we must be able to allow access to those who need to see this information while preventing others from gaining access.

We also need to be able to identify personal and/or sensitive personal information, know who it is shared with, and dispose of information we are no longer entitled to hold.

This R&DS has been created to form part of the WRA Information and Data Management Strategy.

Contacts

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Policy owner

Chief Executive

Publication

This policy is located on the WRA’s SharePoint, intranet, and on our website.

Version control

Version number	Date issued	Review date
V0.1	March 2018	
V0.2	April 2018	

Retention and Disposal Schedule

V1.0	June 2018	
V1.1	November 2018	
V2.0	January 2019	
V2.1	April 2019	
V3.0	15 October 2021	
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V5.0	28 February 2023	
V5.1	6 April 2023	
V5.2	11 September 2023	Autumn 2024
V5.3	22 February 2024	Autumn 2024
V6	15 January 2026	Autumn 2030
V6.1	31 March 2026	Autumn 2030

Introduction

Disposal scheduling is an important aspect of establishing and maintaining control of corporate information.

It increases efficiency and cost-effectiveness by ensuring that information is disposed of when no longer needed. This enables more effective use of resources, for example physical and digital storage space, and saves staff time searching for information that may not be there.

Efficiently disposing of information when it has reached a set retention date also ensures compliance with legislation such as the:

- Public Records Act 1958 and 1967
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

Purpose of the Retention and Disposal Schedule

The aim of this R&DS is to provide a consistent approach to the way the WRA handles its information and to provide a clear set of guidelines to all staff.

The R&DS will help the organisation to:

- identify information which has historical significance, and which will be transferred to The National Archives (TNA) or other Place of Deposit for permanent preservation
- retain personal data no longer than is necessary for the purpose it was obtained
- ensure personal data is disposed of when no longer needed, reducing the risk that it will become inaccurate, out of date or irrelevant
- prevent premature destruction of information which needs to be retained for a specific period to satisfy legal, financial and other requirements
- authorise the destruction of information no longer required by the business

Scope of the Retention and Disposal Schedule

The R&DS covers all the functional information and records of the WRA, regardless of medium.

This is a corporate document. As well as providing a guide for staff, it will be used externally as a reference tool by members of the public when they wish to search for information under legislation such as the Freedom of Information Act, Environmental Information Regulations and Data Protection Act.

The R&DS details the function of each type of information that may fall within this function and the length of time it should be retained before taking disposal or archive action. Many retention periods are determined by statute – such as information needed for income tax and audit purposes, or information on aspects of health and safety. If we keep personal data to comply with a requirement like this, it will not be considered to have been kept “for longer than necessary”.

Where available or appropriate the relevant legislation or statutory reason for keeping the information for a specific period has been included.

Personal and/or sensitive personal information under the UK GDPR

Where the R&DS refers to personal and/or sensitive personal information it has adopted the definitions as outlined in the [UK GDPR](#).

Personal data

The Data Protection Legislation applies to 'personal data' meaning any information relating to a person who can be directly or indirectly identified from it.

This definition provides a wide range of information that can be personal data, including name, identification number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people. This also applies to work email addresses when they include a person's full name, for example, firstname.surname@wra.gov.wales.

Personal data must be periodically reviewed and if it is no longer needed it should be deleted or anonymised as appropriate.

The Data Protection Legislation applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data. Anonymised data is not subject to the Data Protection Legislation.

Personal data that has been pseudonymised – for example, key-coded – can fall within the scope of the Data Protection Legislation depending on how difficult it is to attribute the pseudonym to a particular individual.

Sensitive personal data

The Data Protection Legislation refer to sensitive personal data as "special categories of personal data". The special categories are:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for identification)
- health
- sex life
- sexual orientation

Revision of this schedule

The WRA's Departmental Records Officer will lead a full review of the R&DS at least every 5 years, or sooner. The revised R&DS will be submitted to the Chief Executive for approval prior to its implementation.

Retention and Disposal Schedule

Minor changes and updates will be incorporated into the R&DS as and when required.

If anything is not covered by this R&DS, the Departmental Records Officer must be contacted to discuss amendment of the R&DS. Do not destroy this type of information. Unauthorised destruction of information goes against section 46 of the Freedom of Information Acts 2000 & 2009.

Roles and responsibilities

All WRA staff and contractors, are responsible for ensuring that information and records are created and stored in the appropriate corporate system. Information Asset Owners (IAOs) are responsible for ensuring appropriate retention periods are in place for their assets in our corporate systems.

Staff must also be aware of the need to dispose of information on a routine basis, in line with the R&DS, but only as part of an official exercise led by the Departmental Records Officer who will ensure that information scheduled for destruction is disposed of in the appropriate manner. Details of disposal decisions will be kept by the Departmental Records Officer as part of the disposals process.

Definitions of disposal action terms used

A Archive or Permanent Retention - this information has historical value. Public records and information may be offered to TNA (or Place of Deposit) for permanent preservation and be made available to the public. Non-public records and information may need to be permanently retained by the WRA for administrative and analysis purposes.

D Destroy - this information is of a routine business nature and can be destroyed when the business need for retaining the information has expired.

R Review - this information may have long term business value or could potentially be of historical interest. A more thorough review will occur to determine its on-going value before a destruction decision is made.

Previous versions of the Retention and Disposal Schedule

This R&DS supersedes the previous version.

Authorisation

Under the Government of Wales Act 2006, authorisation of the Retention & Disposal Schedule is required before it can be issued. The appropriate authorising signature for the WRA is the Chief Executive.

This Retention & Disposal Schedule has been authorised electronically by Rebecca Godfrey on 15th January 2026.

This Retention & Disposal Schedule is effective from the above date.

Part 1: Taxpayer and Registration information

This section refers to records concerned with tax collection and management.

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
1.1	Tax and registration records: stored in the Tax Management System (TMS) and related data systems	A	Retain permanently, minimise 20 years from the relevant date (such as the filing date)	<p>Retain at the WRA – not public records.</p> <p>LTT records stored in TMS- Keep the record permanently. After 20 years from the relevant date (such as the filing date), minimise the personal data in the record to retain reporting and analysis integrity. If the tax ends, close the records 20 years after the tax ended then minimise the records.</p> <p>Registered agent information will be retained 20 years from the relevant date of the final transaction filed by that agent before their account is deactivated/de-registered/closed.</p> <p>LDT records stored in TMS - Keep the record permanently. After 20 years from the relevant date (such as the filing date), minimise the personal data in the record to retain reporting and analysis integrity.</p> <p>Close the LSO file when the landfill site ceases operating. If the tax ends, close the records 20 years after the tax ended then minimise the records.</p>

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
				<p>Visitor Levy records stored in the Visitor Levy app – keep the record permanently. Minimise 20 years after last activity (VAP ceases trading or LA ceases levy).</p> <p>National Registration records – retain permanently, minimise 20 years after VAP stops offering accommodation or the register is discontinued.</p>
1.2	<p>Data arising from and in relation to registration and taxpayer enquiries, investigations and disputes (except fraud and evasion cases) – including, but not limited to:</p> <ul style="list-style-type: none"> • intelligence and information, internal case review papers • correspondence • internal team meetings governance papers • legal and policy advice specific to the case 	D	10 years	Delete 10 years after last modified.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
1.3	Data arising in relation to suspected fraud and evasion – including, but not limited to: <ul style="list-style-type: none"> intelligence and information internal case review papers RIPA documentation correspondence internal team meetings, governance papers, legal and policy advice specific to the case 	R	20 years	Review after 20 years from the closure of the case (or from the receipt of the intelligence or information if no further action has been taken in respect of that intelligence or information).
1.4	Tax and registration related policy, process and guidance documents	R	20 years	
1.5	Tax and registration related legal guidance documents, enquiry, appeals and review documents	R	10 years	
1.6	Documents and information related to general debt management and time to pay	D	10 years	
1.7	Operational reports – bulk data	R	3 years	

Part 2: Day-to-day business activities (not tax specific)

This is used for a wide variety of information and records broadly concerned with the implementation of policy, or action based on existing policy.

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
Records with 20 years or retain permanently retention:				
2.1	Ministerial briefings involving Ministerial decisions	A	20 years	Potential to Offer to Place of Deposit.
	Ministerial submissions	A	20 years	Potential to Offer to Place of Deposit.
	Non-tax legal advice and Conflicts of interest	R	20 years	Triggered by last activity date.
	Whistleblowing – substantiated cases	R	20 years	Last activity date
	Advice on existing policy and procedure	R	20 years	Last activity date.
	Honours, Royal functions and public appointments - nominations, awards, and withdrawals	D	20 years	Possible long-term business need.
	Data breaches: folders containing information about individual breaches reported to the ICO	D	20 years	After last modified.
	Building records, information, deeds and related	A	Retain permanently	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	correspondence, including contracts under seal			
Records with 10 years retention:				
2.2	Standards and instructions	D	10 years	Last activity date.
	Resolution of issues using existing policy/procedure	D	10 years	Last activity date.
	Regulatory activities including procurement	D	10 years	Last activity date.
	Community liaison	D	10 years	Last activity date.
	Internal communications	D	10 years	Last activity date.
	Record of operational updates	D	10 years	Last activity date.
	Internal team meeting minutes	D	10 years	Last activity date.
	Information Sharing Agreements and Memorandum of Understandings	D	10 years	Last activity date.
	Delegation of functions to other bodies	D	10 years	Last activity date. For example, NRW. Includes Tîm Arwain (senior leadership team).

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	WRA Executive Committee papers	D	10 years	Last activity date.
	Routine Ministerial briefings	D	10 years	Last activity date.
	Data breaches: folders containing information about individual breaches and annual folders for near misses and non-WRA breach incidents – not reported to the ICO	D	10 years	After last modified
	WRA internal team meetings (no PTI)	D	10 years	
	Gifts and hospitality	D	10 years	Triggered by last activity date.
	Governance and business planning	D	10 years	Triggered by last activity date.
	Records with 7 years retention:			
2.3	General user research	R	7 years	After last modified.
	Market testing - non-EU supplier	D	7 years	After last modified.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Service teams design and documentation	D	7 years	Documents and other work stored in project type tools, e.g. confluence, jira, miro. Manual process at the moment.
	Nonspecific WRA documentation not otherwise specified	D	7 years	Triggered by last activity date.
	All project related documentation, including proposals, PIDs, studies, reports, correspondence, plans and specifications, contractor information	D	7 years	After last modified
Others				
	Capturing and tracking stakeholder information	D	3 years	After last modified
2.4	Email alerts subscribers – third parties and members of the public subscribing to email alerts from the WRA	D	3 years	Review and refresh consent for all email addresses held for the purpose of engagement within 3 years of the date of obtaining the information.
	Whistleblowing – unsubstantiated cases	D	1 year	

Retention and Disposal Schedule

Part 3: Corporate finance

This section covers financial records including accounting and internal audit. ¹

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
3.1	Auditable information	A		Retain permanently at the WRA
	Annual accounts	A		Retain permanently at the WRA
3.2	Transactions, reports and 'information not acted upon'	R	20 years	To combat money laundering - Financial Services Act 2010.
3.3	Finance related contract background information	D	10 years	

¹ Information and records covered by the following legislation:

- Limitation Act 1980.
- Finance Act 2017
- Taxes Management Act 1970
- Value Added Tax Act 1994
- Tax Collection and Management (Wales) Act 2016

Part 4: HR management

This section covers all aspects of Human Resources and employee personnel records.

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
Records with 100 years retention or retain permanently:				
4.1	Health and Safety: assessments under Health and Safety Regulations	A	Retain permanently	
	Health and Safety: information and records of consultations with safety representatives and committees	A	Retain permanently	
	Actuarial valuation reports	A	Retain permanently	Non-Public Records. Not to be transferred to TNA, to be retained by WRA.
	Inland Revenue approvals	A	Retain permanently	Non-Public Records. Not to be transferred to TNA, to be retained by WRA.
	Job history – consolidated history of whole career, location details.	D	100 years	From individual's date of birth.
	Information on the location of overseas service.	D	100 years	From individual's date of birth.
	Information on previous service dates.	D	100 years	From individual's date of birth.
	Ill health retirement	D	100 years	From individual's date of birth.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Death-benefit nomination and revocation forms	D	100 years	From individual's date of birth.
	Death in service	D	100 years	From individual's date of birth.
	Death certificates - return original to the provider, retain copy	D	100 years	From individual's date of birth.
	Decreets Absolute - return original to the provider, retain copy	D	100 years	From individual's date of birth.
	Marriage certificate - return original to the provider, retain copy	D	100 years	From individual's date of birth.
	Unpaid leave periods, including maternity leave and career breaks	D	100 years	From individual's date of birth.
	Foster leave, parental leave, adoption leave	D	100 years	From individual's date of birth.
	Pensions estimates / awards	D	100 years	From individual's date of birth.
	Re-employment following retirement	D	100 years	From individual's date of birth.
	Re-hiring	D	100 years	From individual's date of birth.
	Records of: full name, National Insurance Number, date of birth, pensionable pay at date of	D	100 years	From individual's date of birth.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	leaving, reckonable service for pension purposes (and actual service, where this is different, together with the reason/s for the difference), amount and destination of any transfer value paid, amount of any refund if PCSPS contributions, amount and date of any Contributions Equivalent Premium paid			
	Gender change	D	100 years	From individual's date of birth.
	Voluntary deduction	D	100 years	From individual's date of birth.
	Withholding pay increment	D	100 years	From individual's date of birth.
	All papers relating to superannuation not listed elsewhere in this schedule, including: <ul style="list-style-type: none"> • application forms, papers about pension rights associated with other employment (including war service), papers about widows', widowers', children's pensions and other dependents pensions, 	D	100 years	From individual's date of birth.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	<p>correspondence with the Cabinet Office, other departments and pensions administrator, or the officer and his/her representatives (MPs, MLAs, trade unions, and the like) about pensions matter</p> <ul style="list-style-type: none"> papers relating to disciplinary action that has resulted in any change to terms and conditions of service, salary, performance pay or allowances <p>change of status from casual/fixed-term to permanent appointment</p>			
	Records with 10 years retention:			
4.2	Trade Union Agreements	D	10 years	Retentions begins after the agreements are no longer effective.
	Records with 7 years retention:			

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
4.3	Supplementary personnel information, including reason for leaving and new employer's name (if known)	D	7 years	Delete 7 years after leaving date.
	Current address details	D	7 years	Delete 7 years after leaving date.
	Complete sickness absence record showing dates/causes of sickness absence. Health declaration forms and health referrals – including doctors/consultants reports, correspondence/reports from OHS, Medical Advisory/Referee Service.	D	7 years	Delete 7 years after leaving date.
	Papers relating to any injury sustained while on duty	D	7 years	After leaving date.
	Dignity at Work, Disciplinary and Grievance case information and records. Including: <ul style="list-style-type: none"> oral/verbal warning note written warning including notes of disciplinary hearings documentation relating to grievance hearings, such as reports and notes	D	7 years	Delete 7 years after leaving date. Where the outcome has resulted in a change to the terms and conditions of service, salary, performance pay or allowances, the summary should be kept for 100 years.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Information regarding secondee appointments held by team (not HR)	D	7 years	Delete 7 years after leaving date.
	Appraisal reports/Performance Management Reviews (PMR)	D	7 years	Delete 7 years after leaving date.
	Retirement Benefits Schemes – information and records of notifiable events, for example relating to incapacity	D	7 years	After leaving date.
	Statutory maternity pay:			
	Statutory maternity pay calculations	D	7 years	After leaving date.
	Statutory maternity certificates (Mat B1s)	D	7 years	After leaving date.
	Other maternity medical evidence	D	7 years	After leaving date.
	Payroll Input Forms: reduced or no pay/maternity pay	D	7 years	After leaving date.
	Medical / self-certification Certificates (unrelated to industrial injuries)	D	7 years	After leaving date.
	Wage / Salary Information and Records: • overtime	D	7 years	After leaving date.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	<ul style="list-style-type: none"> bonuses expenses promotion/temporary promotion/substitution			
	Statutory Sick Pay – SSP1 and SSP1L	D	7 years	After leaving date.
	Over-Payments Documentation	D	7 years	After leaving date.
	Advances of pay and loans	D	7 years	After leaving date. Advances of pay for season tickets, car parking, bicycles, housing, Christmas and holidays.
	National Minimum Wage	D	7 years	After leaving date.
	Paid & unpaid special leave, specialist allowances	D	7 years	After leaving date.
	Term time working	D	7 years	After leaving date.
	Right to work in the UK and/or visa documentation	D	7 years	After leaving date.
	Personal payroll history, including record of pay, performance pay, overtime pay, allowances (such as Temporary Working Allowance), pay enhancements, other taxable	D	7 years	After leaving date.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	allowances, payment for untaken leave, reduced pay, no pay, maternity leave			
	Money purchase details	D	7 years	After leaving date.
	Redundancy details, including calculation of payments and refunds	D	7 years	After leaving date.
	Bonus pay nominations	D	7 years	After leaving date.
	Qualifications and references	D	7 years	After leaving date.
	Annual Leave Information and Records	D	7 years	After leaving date.
	Working Time Directive Opt-Out Forms	D	7 years	After leaving date.
	Training Information and Records	D	7 years	After leaving date.
	Staff leaving at normal retirement age	D	7 years	After leaving date.
	Staff leaving before normal retirement age	D	7 years	After leaving date.
	Staff who have died in service	D	7 years	After death in service date.
	Employment probation	D	7 years	After leaving date.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Salary sacrifice	D	7 years	After leaving date.
	Change of post/department and managed moves	D	7 years	After leaving date.
	Employment Tribunals	D	7 years	After leaving date.
	Professions: Personal information collected to keep members informed about vacancies, training and networking opportunities within the profession	D	7 years	After leaving date.
	Others			
	Time Sheets (Flexi Sheets)	D	2 years	
4.4	Recruitment, Appointment, Promotion Board Papers, including application forms and interview notes for unsuccessful candidates	D	2 years	Retention begins from the close of competition (such as when someone has been appointed).
	Income Tax and National Insurance Returns, including correspondence with the Inland Revenue	D	2 years	After leaving date.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Bank details (current only)	D	2 years	After leaving date.
	Bank/Building Society references	D	2 years	After leaving date.
	Underperformance Issues	D	1 year	Until superseded by next PMR.
	Previous service support papers	D	After records noted, as appropriate	Previous service support papers
	Transfer documents	D	After records noted, as appropriate	Transfer documents
	Bankruptcy and Insolvency	D	After bankruptcy order ceases	
	Biometric data – use of fingerprint to access IT devices	D	3 working days	Device to be wiped within 3 working days after return of the devices.
	Variation of Hours – calculation formula for the individual	D	Destroy after use	

Part 5: Health and safety

Health and safety information and records are either required to fulfil a statutory obligation or may be needed as a prerequisite to carrying out certain activities. Failure to hold valid documents may attract the penalties of prosecution, improvement or prohibition notices.

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Records with 100 years retention:			
5.1	Control of Substances Hazardous to Health Regulations 1999/2002. Schedule 9 - special provision relating to biological agents Where exposure may lead to a disease many years later	D	100 years	From Date of Birth.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Control of Substances Hazardous to Health Regulations 1999/2002. Reg. 10 - monitoring exposure at the workplace Personal exposure of identifiable employee	D	100 years	From Date of Birth
	Control of Substances Hazardous to Health Regulations (COSHH) 1999/2002. Reg. 11 - health surveillance of employees who are, or are liable to be, exposed to a substance hazardous to health, incl. medical reports.	D	100 years	From Date of Birth
	Noise (Noise at Work Regulations (NI) (1990)	D	100 years	From Date of Birth
Records with 15 years retention:				

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
5.2	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.	D	15 years	
Records with 10 years retention:				
5.3	Control of Substances Hazardous to Health Regulations 1999/2002. Reg. 7 (10) – special provision relating to biological agents. List of employees exposed to Group 3 and 4 Biological Agents (see the Regulations)	R	10 years	Retention begins after last exposure. Possible long-term business need. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) (SI 2002/2677).
Records with 7 years retention:				
5.4	Staff Pre-Employment and Health Screening Questionnaire	D	7 years	After leaving date.
	Occupational Health	D	7 years	After leaving date, or manual process earlier if no claim.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Others			
5.5	Control of Substances Hazardous to Health Regulations 1999/2002. Reg. 10 - monitoring exposure at the workplace	D	5 years	
	General exposure Special Waste Regulations 1996. Consignment Note.	D	3 years	
	Environment Protection (Duty of Care) Regulations 1991 Consignment Note (Controlled Waste)	D	2 years	

Part 6: Contracts

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
Records with 20 years retention:				
6.1	Procurement strategy: Any contract executed as a deed and any variation of or extension to a contract that has been executed as a deed	D	20 years	Retention begins from end of contract. Limitation Act 1980 Section 8 sets the time limit for 'specialties' (of which a deed is a type) to 12 years.
	Signed contracts (part of 6.3)	R	20 years	Manual process – signed contracts to be identified and manually relabelled.
Records with 10 years retention:				
6.2	Procurement policy and procedures	D	10 years	After last modified
Records with 7 years retention:				
6.3	Contracts under £5,000 – all associated documentation	D	7 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Contracts over £5,000 – all associated documentation	D	7 years	After last modified
	Contract management/service reviews	D	7 years	After last modified
	Final accounts and disputes over payment	D	7 years	After last modified
	Contract Extension/variations	D	7 years	After last modified
	Financial transaction data	D	7 years	After last modified

Part 7: Digital and Technology

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
7.1	Records with 7 years retention:			
	Data control and management: Records relating to the maintenance of data integrity, including data logging records.	R	7 years	After last modified
	Evaluation: records relating to evaluation of information and communications technology and systems	R	7 years	After last modified
	Installation: records relating to the installation and disposal of information and communications technology and systems	R	7 years	After last modified
	Operation manuals, access permissions, monitoring and logs, for information and communications technology hardware and software	R	7 years	After last modified
	Planning, development and strategy of information and communications systems.	R	7 years	After last modified
	Security of information and communication technology and	R	7 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	systems, including unauthorised access to a computer network, alteration of data.			
	Program source code, programmer documentation, IT program, approving authority, reference manuals	R	7 years	After last modified
	System documentation, testing documentation, program source code, user documentation and training materials, special project reports, post implementation evaluation reports, IT asset audits	R	7 years	After last modified
	Data collection material (such as logs, time studies, interviews, questionnaires, computer printouts and records related to the development of a Feasibility Study Report)	D	7 years	After last modified
	Acquisition: software licences and up-grade agreements	D	7 years	After last modified
	Application development: records documenting the development or modification of specific information and communications technology	D	7 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	and systems, including testing documentation			
	Data control and management: Records relating to the migration of information and communications systems and data from one platform to another	D	7 years	After last modified
	Data logging records for on-line and internet resources that provide information or advice which may have possible legal significance, for example: system access logs, internet access logs, system change logs, audit trails	D	7 years	After last modified
	Maintenance: records relating to the regular maintenance and repair of information and communications technology and systems	D	7 years	After last modified
	Operations: records relating to the monitoring of internet users' minor breaches of access rights, including system logs	D	7 years	After last modified
	Privacy: records relating to the implementation of information privacy principles and	D	7 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	guidelines in agency information and communication technology and systems.			
	Unapproved Feasibility Study Reports (FSR)	D	7 years	After last modified
	Others:			
7.2	Internet browsing history logs	D	90 days	On a rolling basis.

Part 8: Events, public relations, and press office

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
Records with 20 years retention:				
8.1	Policy and administrative records	R	20 years	Possible long-term business need.
	Handbooks and Guides to media/public relations	R	20 years	Possible long-term business need.
	Image library records	R	20 years	Possible long-term business need. NB - Non WRA copyright material should not be stored on WRA systems beyond the terms of the agreement.
Records with 10 years retention:				
8.2	Events: Correspondence and papers, reports, visitor books, calendars, brochures and guides	D	10 years	After last modified
	Dealing with the media and the public: Press releases, press reports digests, correspondence, social media documentation,	D	10 years	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	operational notes, press conference reports, public relations			
	Translation style guides	D	10 years	After last modified
Others:				
8.3	Events: contact details for people attending an event or conference organised by the WRA	D	3 years	
	Translation – all other folders	D	6 months	Translation content to be deleted 6 months after last modified
	Dealing with the media and the public: press cuttings	D	1 month	

Part 9: Complaints

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
Records with 20 years retention:				
9.1	Policy Statements System Handbook / Guide	R	20 years	Possible long-term business need.
	Case records and precedents	R	20 years	
Records with 10 years retention:				
9.2	Minutes of meetings of Complaints Committee and Service Standards Team	D	10 years	After last modified
	Investigations transferred to the Public Services Ombudsman for Wales (PSOW)	D	10 years	After last modified
	Register of complaints	D	10 years	After last modified
	Reviews correspondence and papers	D	10 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Records with 7 years retention:			
9.3	Statistical reports	R	7 years	After last modified
	Surveys	D	7 years	After last modified
	Enquiries	D	7 years	After last modified
	Internal resolutions (investigations resolved internally and not passed on to the PSOW)	D	7 years	After last modified
	Reports on particular complaints or on categories of complaints	D	7 years	After last modified

Part 10: Freedom of Information (FOI)

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Records with 20 years retention:			
10.1	<p>Policy: Procedures for handling FOI requests and other documents regarding practical implementation of FOI, such as:</p> <ul style="list-style-type: none"> Retention and Disposal Policy documents on the organisation's FOI policy <p>case records which lead to the development of precedents and best practice</p>	R	20 years	<p>Possible long-term business need.</p> <p>May have historical value. Consider for permanent preservation.</p>
	<p>Access status records:</p> <ul style="list-style-type: none"> statistical data about the number of requests answered and their outcomes <p>details of what access decisions have been taken, especially redacted documents which have been released</p>	R	20 years	<p>Possible long-term business need.</p> <p>Stats data to be published as part of publication scheme.</p>

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Others:			
	Individual transaction records: Case file records detailing the FoI request, the consideration of possible exemptions and subsequent appeals	D	3 years	
10.2	Information subject to an FoI request but which was already scheduled for destruction	D	6 months	<p>Retention begins from the date of the last correspondence on the matter.</p> <p>If the information contained within a record that is, as a result of retention and destruction policies, due to be destroyed within 20 days of receiving the request, you do not have to release the information.</p> <p>However, as a matter of good practice, it is worth considering delaying destruction until you have disclosed the information or, if not disclosed, until the complaint and appeal provisions of the FoI Act are exhausted.</p> <p>If you cannot delay the destruction, under the duty to offer advice and assistance you should identify whether another authority holds the information and inform the applicant of this. Or, offer to provide similar or related information if this is appropriate.</p>

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
				(The Information Commissioner's Office (ICO) Freedom of Information Act Awareness Guidance Number 8 Version 2, Updated 9 August 2006).
	Records of any financial transactions	See part 2		

Part 11: Potential historical value

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
11.1	New policy: This includes the records documenting the development, modification, formal acceptance and dissemination of new WRA policies or procedures	A	20 years	Archive to TNA.
	Major events/issues	A	20 years	Archive to TNA.
	WRA decision reports	A	20 years	Archive to TNA.
	WRA Board and committee papers:			
	WRA Board	A	20 years	Archive to TNA.
	Audit and Risk Assurance Committee (ARAC)	A	20 years	Archive to TNA.
	People committee	A	20 years	Archive to TNA.
	Key planning information and surveys	A	20 years	Archive to TNA.
Commissioned research papers	A	20 years	Archive to TNA.	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Welsh Language policy development	A	20 years	Archive to TNA.
	Charters (such as WRA Charter)	A	20 years	Archive to TNA.
	Annual report and corporate plan	A	20 years	Archive to TNA.
	Ministerial appointments: CEO and NEDs	A	20 years	Archive to TNA.
	Delegations - NRW	A	20 years	Archive to TNA.
	Public appointments	A	20 years	Of historical significance. Transfer to TNA under 20 year Rule for permanent preservation.

Part 12: Information and records management

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Records with permanent retention:			
12.1	Series from which records have been transferred to TNA or a Place of Deposit	A	Retain permanently	To be retained by WRA.
	Series from which records have been transferred to an outside organisation or government body as part of a Machinery of Government Change Transfer of Functions	A	Retain permanently	To be retained by WRA.
	Disposal schedules	A	Retain permanently	To be retained by WRA.
	Review Lists, including information from systems such as SharePoint	A	Retain permanently	To be retained by WRA.
	Lists, Certificates, Docket Books or Databases of Records Destroyed	A	Retain permanently	To be retained by WRA.
	Intellectual property, information and records relating to WRA Crown Copyright.	A	Retain permanently	To be retained by WRA

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Legal opinions regarding major copyright issues.	A	Retain permanently	To be retained by WRA
	Records with 20 years retention:			
12.2	Information Management (Record Keeping) – Records relating to the control of information and record keeping systems	R	20 years	Possible long-term business need.
	Documentation relating to the disclosure status of information/records under Fol	R	20 years	Possible long term business need.
	Information and records relating to the development, implementation and review of information management policy	R	20 years	Possible long-term business need.
	Guides, manuals and instructions on the management of information and records	R	20 years	Possible long-term business need.
	Security: Records documenting major security breaches where classified records and information have been removed from official	R	20 years	Possible long-term business need.

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	custody and passed to a third party. Includes referral to law enforcement authorities			
	Records with 10 years retention:			
12.3	Retention of information/records under section 3(4) of the Public Records Act 1958 and related correspondence (such as a Retention Instrument)	D	10 years	
	Closure / redaction of information/records for reasons of sensitivity under the Freedom of Information Act exemptions.	D	10 years	
	Disposals: Correspondence and documentation relating to the compilation of disposal schedules	D	10 years	
	Information and records relating to the use of on-site storage areas	D	10 years	
	Information and records relating to the retrieval of records from off-site storage	D	10 years	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Records with 7 years retention:			
12.4	Documentation on applications by the WRA for variations to the 20 year rule	D	7 years	After last modified
	Information surveys, Information/record audits and registry inspections	D	7 years	After last modified
	Internal publications	D	7 years	After last modified
	Copies of catalogues/lists of information and records transferred to TNA or other Place of Deposit	D	7 years	After last modified
	Retrieval of information and/or records from TNA or other Place of Deposit	D	7 years	After last modified
	Documentation on presentations under section 3(6) of the Public Records Act 1958 and Part 2 of section 46 of the Freedom of Information Act 2000	D	7 years	After last modified
	Storage: Security of information and records	D	7 years	After last modified

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	Storage: Records of tracking and location systems as well as finding aids	D	7 years	After last modified
	Risk Management: Risk Register relating to the Information Management function	D	7 years	
	Applications by the WRA for permission to reproduce material held under copyright by other individuals/organisations	D	7 years	
	Copyright agreements	D	7 years	
	Others:			
12.5	Schedules of information/records loaned to other organisations	D	Until disposal of the records covered	

Part 13: Databases, websites, and intranet

This section refers to information and records contained in various databases and websites used by the WRA. It also includes the intranet.

Legal / regulatory or other business needs may justify further retention beyond the time the digital version of the records / information must be retained; however, these needs can usually be satisfied by transferring or migrating the data onto an alternative medium for ongoing retention.

Digital information and records are at high risk of degrading or being irretrievably lost within 5 to 7 years from creation, due to constantly changing technology.

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
13.1	<p>SharePoint - Electronic Document and Records Management System (EDRMS)</p> <p>The system contains information (in various Microsoft Office formats, pdf and JPEG) covering all of WRA's business functions and activities.</p> <p>When the WRA was created, the File Plan was organised by business area:</p>		<p>See relevant section of this Schedule for retention values for individual files held on SharePoint</p>	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	<ul style="list-style-type: none"> • Business Processes • Communications, Publications & Promotions • Customer Insights • Data • Digital and Technology • Executive • Finance • Human Resources Management • Learning and Development • Legal and Policy • Operations • Policy • Welsh Government File Import 			
13.2	Websites: the main WRA website, which is part of the GOV.WALES platform, managed and hosted by the Welsh Government	A	Retain permanently	<p>Websites are scraped on a regular basis with the information being permanently preserved by MirrorWeb.</p> <p>Websites are also harvested by the National Library of Wales on behalf of TNA.</p>
13.3	3 rd party datasets: Rent Smart Wales – dataset consisting of all rental properties, landlords and landlord users	A	Retain permanently, minimise after 20 years	

Retention and Disposal Schedule

Ref No	Description of information and records	Disposal action	Recommended retention	Comments and references
	HMLR – dataset of ownership of land and property in England and Wales Companies House – 2 datasets. One of companies and one of people with significant control			