



**NORTH HERTS COUNCIL**

**Retention Schedule Enterprise**

**Commercial Operations**

**Museums**

**Hitchin Town Hall**

**Estates & Asset Management**

**November 2023**

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## Document Control

### Retention Schedule

<b>Organisation</b>	North Herts Council
<b>Title</b>	Retention Schedule
<b>Author</b>	Directorate - Enterprise
<b>Filename</b>	NHC
<b>Owners</b>	Steve Crowley
<b>Subject</b>	GDPR Compliance
<b>Protective Marking</b>	Unclassified
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### Revision History

Revision Date	Version	Previous Version	Description of Revision
October 2018	1.0		New document
October 2019 – January 2020	2.0	1.0	Annual review
August 2023	3.0	2.0	Annual review

### Document Approvals

This document requires the following approvals:

Sponsor Approval	Name	Date
	Steve Crowley	2023

### Document Distribution

Contributors

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## 1. Introduction

### The Council's Approach to Data Management

In response to the requirements of the General Data Protection Regulations in particular Principle (e) storage limitation: 'You must not keep personal data for longer than you need it. You need to think about – and be able to justify – how long you keep personal data. This will depend on your purposes for holding the data. You need a policy setting standard retention periods wherever possible, to comply with documentation requirements. You should also periodically review the data you hold, and erase or anonymise it when you no longer need the data. You can keep personal data for longer if you are only keeping it for public interest archiving, scientific or historical research or statistical purposes.

This Retention Schedule provides a generic guidance on when data should be deleted once it is no longer in use.

The Retention Schedule is regularly reviewed in light of new guidance and best practice. Revisions may also be prompted by changes in legislation, formal guidance and relevant case law.

Further information on the Data Protection Act 2018 and associated legislation, the Freedom of Information Act 2000 and Environmental Information Regulations 2004 can be found on the Information Commissioner's Office (ICO) and the Department of Environment Food and Rural Affairs (DEFRA) websites: -

<https://ico.org.uk/>

<http://www.defra.gov.uk/corporate/policy/opengov/eir/guidance/index.htm>

The IT Departments Information & Asset Management has been charged with managing the Council's approach to Data Protection, Data Quality Issues, Data Sharing Agreements and Data Retention. The Information & Asset Team will review and manage the data retention practices within the authority and provide guidance on the legislative provisions that have a bearing on this work.

The introduction of the Data Protection Act 2018 brought about a fundamental shift in how local authorities, et al. approach the acquisition, storage, use and deletion of data, particularly when it contains personal information. This change in culture, from one that resulted in the hoarding of data to one that views data as both an asset and a potential liability, continues as local authorities face competing pressures as regards their duties under Data Protection legislation and those associated with freedom of information law.

## 2. Responsibilities of All Officers

The appropriate management of personal data is a responsibility of all employees of North Hertfordshire District Council. Accordingly, all Officers of the Commercial Directorate, which include, Commercial Service, Hitchin Town Hall and Museum and the Estate team should take reasonable steps to ensure that personal and sensitive data is managed with regard to the principles of the Data Protection Act 2018 and the content of this Policy. Any breaches of this document should be report to the Service Director, Enterprise, the Data Controller and Data Protection Officer without delay.

Steve Crowley – Service Director – Enterprise – [Steve.Crowley@north-herts.gov.uk](mailto:Steve.Crowley@north-herts.gov.uk)  
 Johanne Dufficy – Data Controller – [data.controller@north-herts.gov.uk](mailto:data.controller@north-herts.gov.uk)  
 Data Protection Officer - [DPO@north-herts.gov.uk](mailto:DPO@north-herts.gov.uk)

### 3. Review of this Document

This Policy will be reviewed on a regular basis to ensure that it reflects best practice. Revisions may also be prompted by changes in legislation, formal guidance and relevant case law.

Any operational problems experience in connection with the implementation of this policy should be direct to the Service Director, Commercial so that remedial options can be identified in a timely fashion.

#### **Commercial Operations:**

<b>Activity</b>	<b>Examples of Documents</b>	<b>Personal Data Included</b>	<b>Retention Period</b>	<b>Rationale for Retention Period</b>	<b>Responsible Officer</b>
Hitchin Market Limited Contract Management	Profit & Loss reports, Contract meeting minutes and Year end accounts	Yes	Discard 5 years after live contract ends	NHDC good practice and to monitor a live contract	Service Director - Enterprise
Commercial Team research	Research reports, business cases and project database	Yes	5 years	To provide an overview of project research and monitor success	Service Director - Enterprise
Commercial Strategy	2019-2023 Strategy and Reports	Yes	Permanent	To maintain good NHDC standard practice	Service Director - Enterprise
Training	Training proposals, material and resources	No	3 years	To provide resources when training NHC employees	Service Director - Enterprise

**Museums:**

<b>Activity</b>	<b>Examples of Documents</b>	<b>Personal Data Included</b>	<b>Retention Period</b>	<b>Rationale for Retention Period</b>	<b>Responsible Officer</b>
Memorandum and Articles of Association or Charter. Includes merger of museums in N. Herts	Council and Cabinet Minutes	No	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Titles to property	Within our accession register	No	Current until property is sold	To retain Museums Accreditation	Service Director - Enterprise
Corporate level legal agreements		No	Current +6 years after expiry of the agreement	To retain Museums Accreditation	Service Director - Enterprise
Records inventories such as our accession register	Accession register	No	Current until superseded		Service Director - Enterprise
Asset registers		No	Current + 6 years after disposal of last asset		Service Director - Enterprise
Central (i.e. Council) funding, Grant in Aid	Letters from HLF	No	Current +6 years		Service Director - Enterprise
Retail: income records (sales transactions, stock records)	Stock take recording sheets	No	Current +6 years		Service Director - Enterprise
Retail: credit card receipts		No	Current +2 years		Service Director - Enterprise
Events (Income from room bookings and hire/catering fees)		No	Current +6 years		Service Director - Enterprise
Case files including correspondence	Such as emails	Yes	Current + 6 years/	To retain Museums	Service Director - Enterprise

	around the nature of the donation and what it is intended to be put towards (if specified)		permanently	Accreditation	
Procedural Manual	Such as our disaster plan	No	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Plans and drawings	Such as utilities or IT schematics	No	Current + 6 years / permanently		Service Director - Enterprise
Internal standards	SPECTRUM 5.0 Museum Standards	No	Until superseded	To retain Museums Accreditation	Service Director - Enterprise
Accession registers	Accession registers	Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Disposal records	such as email trails on how accessioned objects have been sent to other museums for reasons such as greater provenance.	Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Loans in /out records		Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Collection database/s		Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Collection audit reports		No	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Emergency plan (including any salvage instructions)		No	Permanently	To retain Museums Accreditation	Service Director - Enterprise

Environmental management data (environmental monitoring, pest control)	Temperature and humidity records	No	Keep as needed for operational purposes	To retain Museums Accreditation and for inward Loans	Service Director - Enterprise
Major incident reports		Yes	Permanently	H & S	Service Director - Enterprise
Disposal records	Such as a list of reasoning and justification behind the disposal (e.g. degraded to the point of disposal)	Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Environmental monitoring data (thermo-hygrograph readings, light levels)		No	Keep for two years in order to prove environment to potential lenders		Service Director - Enterprise
Theft and damage reports		Yes	Permanently	To retain Museums Accreditation	Service Director - Enterprise
Individual exhibition case files including: Narratives/Concept · Research notes · Object lists · Design specifications · Mounts & fixings · Label text (final) · Loans correspondence · Installation schedule · Images · Copyright licenses · Press materials · Budget · Sponsorship agreements · Insurance		Yes	Current + 6 years and/or Permanently	To retain Museums Accreditation; Historical record of individual artists	Service Director - Enterprise

· Transport records Visitor comments					
Materials relating to villages	Village file boxes	Yes	Permanently / discretion of the creator	To retain Museums Accreditation	Service Director - Enterprise
Project records		No	6 years after completion of the project		Service Director - Enterprise
Press releases		No	Current, copy to permanent exhibition or object history file if relevant	To retain Museums Accreditation	Service Director - Enterprise
Advertisements		No	Current, copy to exhibition file if relevant	To retain Museums Accreditation	Service Director - Enterprise
Correspondence		No	Current +2 years (as long as needed for reference)		Service Director - Enterprise
Events planning files		No	Current + 6 years		Service Director - Enterprise
Copyright permissions and supporting correspondence		Yes	Permanently/at discretion of curator	To retain Museums Accreditation	Service Director - Enterprise
Image requests		Yes	+2 years (if the request could not be served)  6 years after the licence expires (for fulfilled requests)		Service Director - Enterprise
Filming/photography requests		Yes	+2 years (if declined)  6 years after any licence granted ends		Service Director - Enterprise



Restaurant/catering and shop documentation		No	Current + 6 years		Service Director - Enterprise
Visitor research		Yes	Current + 6 years	To retain Museums Accreditation	Service Director - Enterprise
Visitor comments/ correspondence (including visitors to websites)		Yes	Current + 2 years after report		Service Director - Enterprise

**Hitchin Town Hall:**

<b>Activity</b>	<b>Examples of Documents</b>	<b>Personal Data Included</b>	<b>Retention Period</b>	<b>Rationale for Retention Period</b>	<b>Responsible Officer</b>
Booking Diary		Yes	Current + 1 Year unless repeat booking	Booking queries and finance issues, bond returns etc.	Service Director - Enterprise
Rotas		Yes, First name only	Current + 1 Year	Payroll queries	Service Director - Enterprise
Quotations		Yes	Current + 1 Year	Audit and repeat booking, expenditure justification	Service Director - Enterprise
Fitness Class Attendees		Yes	6 Months	Marketing and contact when classes are cancelled	Service Director - Enterprise
Payroll Timetables		Yes	Current + 2 Years	Payroll Queries	Service Director - Enterprise

**Estates & Asset Management:**

<b>Activity</b>	<b>Examples of Documents</b>	<b>Personal Data Included</b>	<b>Retention Period</b>	<b>Rationale for Retention Period</b>	<b>Responsible Officer</b>
Landlord and tenant management.	Leases and licences	Yes	Permanent	To protect NHC's estate, and secure income streams and capital value.	Service Director - Enterprise
Disposal of properties.	Tenders and letters	Yes	Depends on how far back auditors audit.	To provide audit trail of measures taken to uphold NHC's legal duty to achieve best value from disposal of assets.	Service Director - Enterprise
Employment of agency staff and consultants.	Contracts	Yes	Until termination of contract.	To monitor performance of contractual obligations and keep record of contractual options available to NHC to seek redress of any non-compliance.	Service Director - Enterprise
Acquisition of properties.	Letters	No	Depends on how far back auditors audit.	To provide audit trail of measures taken to uphold NHDC's legal duty to	Service Director - Enterprise

				achieve best value from acquisition of assets.	
Valuation of properties.	E-mails with agents.	No	10 years.	Property research used in valuations is likely to be invalid or misleading after 10 years due to market changes.	Service Director - Enterprise