

Records Retention and Disposal Schedule



Our Records Retention and Disposal Schedule has been developed to tell you the types of records, known as records series, that are required to be kept for all areas of our business, and for how long. If you require more information on the information contained within the schedule please contact us at: customercare@jbg.org.uk

Corporate Services

Record Series	Trigger	Period	Action
Comments and Enquiries – case files- records documenting the processing of customer comments and enquiries about JBG including responses.	Last action on comments	6 years	Destroy
Complaints – Case File – records documenting the handling of a customer complaint.	Last action on complaint	5 years	Destroy
Complaints Register	Current	10 years	Destroy
Environment Information Regulations - processing of requests for information	Completion of request	3 years	Destroy
Environment Information Regulations - processing of requests for information where appeal made to Scottish Information Commissioner	Outcome of appeal	6 years	Destroy
Data Protection - record of subject access request processing	Completion of request	3 years	Destroy
Data Protection - record of subject access request processing where appeal made to UK Information Commissioner	Outcome of appeal	6 years	Destroy
Data protection - general compliance records	Current year	3 years	Destroy
Data protection - Notification and changes	Current year	3 years	Destroy
Freedom of information (FoISA) - processing of requests for information	Completion of request	3 years	Destroy
Freedom of information (FoISA) - processing of requests for information where appeal made to Scottish Information Commissioner	Outcome of appeal	6 years	Destroy

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Record Series	Trigger	Period	Action
Recruitment Paperwork – applications and supporting documents	Interview	6 months	Destroy
Staff Records	Leaver	6 years	Destroy
Procurement – Supply Addition Requests (including supplier details forms, quotes and award letters)	End of approval period	3 years	Destroy
Procurement- Tendering including tender evaluation, negotiation and notification records for Unsuccessful tenders	Award of contract	6 months	Destroy
Procurement- Tendering including tender evaluation, negotiation and notification records for Successful tenders	End of contract	5 years	Destroy
Procurement- Contract management (including award letters, performance reports, variations, negotiations, extensions)	End of contract	5 years	Destroy
ESF Financial Paperwork - payroll, staff travel, timesheets, bank statements, purchase invoices, petty cash, cashbook payments	Instruction from Scottish Government	31/12/2023	Review
Non ESF Financial Paperwork - payroll, staff travel, timesheets, bank statements, purchase invoices, petty cash, cashbook payments	From end of funded period/end of Company financial year for HMRC*	7 years	Destroy

*Due to operational reasons, it may not always be possible to separate ESF Financial Paperwork from Non-ESF Financial Paperwork. In this case, documents would be held in accordance with Scottish Government requirements.

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Employability & Skills Current

Record Series	Trigger	Period	Action
SPF WLG Customer Files	Closure on of programme	5 calendar years	Destroy
NOLB TFW/WTFG and WLG Customer Files	Last contact	6 calendar years	Destroy
Core Customer Files	End of calendar year following last participation on the programme	5 calendar years	Destroy

Employability & Skills Legacy

Record Series	Trigger	Period	Action
Skills Development Scotland Employability Fund Customer Files	Instruction from Scottish Government	05/04/2025	Destroy
Skills Development Scotland Modern Apprenticeship Participant Files	Instruction from Scottish Government	05/04/2025	Destroy
Working Matters More Customer Files	Closure of programme	01/08/2025	Destroy
Core Customer Files	End of calendar year following last participation on the programme	5 calendar years	Destroy
ESF Customer Files (2007-2013)	Instruction from Scottish Government	05/04/2025	Destroy
WLG (ESF) Customer Files	Instruction from Scottish Government	31/12/2030	Review
ILM (Transitional Employment) Client Files	Closure of Programme	5 calendar years	Destroy

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Property

Record Series	Trigger	Period	Action
Tenant Files	End of tenancy	1 year	Destroy
Leases	End of tenancy	7 years	Destroy
Building Manuals	Disposal of building	N/A	Destroy