# Record Retention and Disposal Schedule

### Introduction

This Record Retention and Disposal Schedule sets the expectation by FinCap, as the provider of Client Voices, for how records in Client Voices should be kept and deleted.

Your agency may already have a Record Retention and Disposal Schedule or similar policy to control the retention and disposal of sensitive information. If that is the case, follow your agency’s policies and guidance.

This schedule was created in accordance with *Information Privacy Principle 9* of the *Privacy Act 2020*.

### General guidance

* Record examples given in this schedule are only representative of records types. They are not an exhaustive list and should not be used as such. Organisations should compile their own list of example records that are covered by the various record classes.
* If you’re not sure of whether you have no legal use for a record, contact your Privacy Officer, or consult the Office of the Privacy Commissioner.
* The onus is on each agency to establish their specific legal obligations for record retention relating to their particular function.

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| **Class number** | **Class name** | **Examples may include but are not limited to** | **Excludes** | **Minimum retention period by agencies** | **Disposal Action** |
| 1 | **Staff records** | Records of staff who have left your employment  Staff records of volunteers not expected to return | Records of staff on extended leave | Retain until staff member has ceased employment | Deactivate |
| 2 | **Client records**  **Includes:** First name, Last name, Date of birth, Iwi, Referral point, Phone number, Mobile phone number, Email address, Gender, Address, Dependent children under,  Client number | Records of clients you have not seen for a long time, and have no legal use for  Records which fall outside the date range of any of your current reporting obligations | Records you still need for reporting obligations | Retain only until you have no legal use for | Delete |
| 3 | **Client Cases**  **Includes:** Case details, Sessions (budgets, debt schedules) | Records of clients you have not seen for a long time, and have no legal use for  Records which fall outside the date range of any of your current reporting obligations | Records you still need for reporting obligations | Retain only until you have no legal use for | Delete |
| 4 | **Community Education** | Course records you have no legal use for  Course records which fall outside the date range of any of your current reporting obligations | Records you still need for reporting obligations | Retain only until you have no legal use for | Delete |
| 5 | **Appointments**  **Includes:** Appointments**,** No Shows | Appointment records you have no legal use for  Course records which fall outside the date range of any of your current reporting obligations | Records you still need for reporting obligations | Retain only until you have no legal use for | Delete |
| 6 | **Files uploaded** | Files uploaded for cases that are now closed |  | Retain only file you need to support the client during their case. | Delete |
| 7 | **Notes** | Notes with sensitive information about the client  Notes for client records you have no legal use for | Consolidated notes without specific details that may be useful for a possible future case | Retain only until you have no legal use for | Delete |