



PRIVACY POLICY - RETENTION SCHEDULE:

The table below outlines how long Access Your Life must keep user information, whether it's submitted via the AYL website, during events, over the phone, via email etc. It also outlines where specific user data is stored, along with how and when the company will dispose of these data items.

Record Type	Retention Start	Minimum Retention Period	Action At The End Of Retention Period	Notes
<u>Product Review Forms</u> – either via the AYL website, email, word document, or paper form at an event or exhibition.	Date of online submission, email being received, or physical handover.	10 years, or until that product is no longer in production.	Access whether the Product Review Form is no longer relevant on the AYL website, where it will then be removed and destroyed from the website, email accounts, servers and box files. *	* Must review prior to destruction.
<u>Equipment Request Form</u> – either via the AYL website, email, over the phone, or paper form at an event or exhibition.	Date of online submission, email being received, phone call start time *, or physical handover.	2 years, or until the user specifies that they no longer need help and/or have sourced the correct equipment	Access whether the Equipment Request Form is no longer needed, where it then it will be removed and destroyed from the website, email accounts, servers and box files. **	All requests will be checked upon periodically to access the most appropriate course of action and/or forwarded onto the correct service provider, but only when consent has been given. * Phone calls are not recorded unless stated at the start of the conversation; however, written notes will be made and stored on a server and in box files. ** Must review prior to destruction.
<u>Preloved Equipment Adverts</u> – either via the AYL website, email, or over the phone.	Date of online submission, email being received, or phone call start time *.	2 years, or until the user has sold/rehomed their item.	Access whether the Preloved Equipment Advert is no longer relevant on the AYL website, where it then it will be removed and destroyed from the website, email	All adverts will be checked upon periodically to access whether a suitable buyer can be allocated, but only when consent has been given.

WEBSITE

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			accounts, servers and box files. **	* Phone calls are not recorded unless stated at the start of the conversation; however, written notes will be made and stored on a server and in box files. ** Must review prior to deconstruction.
<u>Guest Blog Submission</u> – either via the AYL website, or email	Date of online submission, or email being received.	10 years, or until that post is no longer in suitable.	Access whether the Guest Blog Submission is no longer relevant on the AYL website, where it then it will be removed and destroyed from the website, email accounts and servers. *	* Must review prior to destruction.
Contact Form – either via the AYL website, or email	Date of online submission, or email being received	2 years, or until the request has been fulfilled.	Access whether the Contact Form is no longer active, where it then it will be removed and destroyed from the website, email accounts and servers. *	All queries will be checked upon periodically to access the most appropriate course of action and/or forward onto the correct service provider, but only when consent has been given. * Must review prior to destruction
<u>Work With AYL Form</u> – either via the AYL website, email, or over the phone.	Date of online submission, email being received, or phone call start time *.	5 years, or until the request has been fulfilled.	Access whether the Work With AYL Form is no longer relevant, where it then it will be removed and destroyed from the website, email accounts, servers and box files. **	All requests will be checked upon periodically to access the most appropriate course of action, but only when consent has been given. * Phone calls are not recorded unless stated at the start of the conversation; however, written notes will be made and stored on a server and in box files. ** Must review prior to destruction.

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<p><u>General Enquiries</u> – via email, over the phone, or social media *.</p>	<p>Date of email being received, phone call start time **, or social media contact.</p>	<p>5 years, or until the request has been fulfilled.</p>	<p>Access whether the General Enquiry is no longer active, where it then it will be removed and destroyed from the email accounts, servers, box files and social media accounts. ***</p>	<p>All requests will be checked upon periodically to access the most appropriate course of action, but only when consent has been given.</p> <p>* Social Media accounts include Facebook, Instagram, Twitter and LinkedIn.</p> <p>** Phone calls are not recorded unless stated at the start of the conversation; however, written notes will be made and stored on a server and in box files.</p> <p>*** Must review prior to deconstruction.</p>
<p><u>AYL Volunteers & Ambassadors</u></p>	<p>Date of signed contract being received.</p>	<p>1 year, when contract will be reviewed and then renewed or terminated.</p>	<p>Access whether the Volunteer Contract is no longer active, where it then it will be removed and destroyed from the email accounts, servers and box files. *</p>	<p>* Must review prior to destruction.</p>

REVIEW:

Unless urgent alterations or actions are required, the effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Company Directors.

LAST REVIEW DATE: 31/12/2020

NEXT REVIEW DATE: 31/12/2021

SIGNED BY DIRECTOR:

PRINT NAME: FELIX LEDGER-BEADPELL

WEBSITE

PHONE

EMAIL

www.accessyourlife.co.uk

07787227778

contact@accessyourlife.co.uk