

Customer Services Salesforce Retention Schedule

Description	Retention	Action at the end of retention	Notes
<p>Telephone calls, emails and enquiry forms - Advice and enquiries – General All internal and external communication, including Highways and road closures.</p>	<p>2 years from last modified case</p>	<p>Secure Disposal</p>	<p>Good business practice. If action required, the enquiry will be passed on to the service for action.</p>
<p>Chatbot - Advice and enquiries - General</p>	<p>6 months</p>	<p>Secure disposal</p>	<p>Good business practice. If unanswered, the customer will ring or contact us via the enquiry form (see above)</p>
<p>Waste – Request for bins, missed collections</p>	<p>2 years from last active contact</p>	<p>Secure Disposal</p>	<p>Good business practice, could become a complaint.</p>
<p>Waste – Licence (request and renewal)</p>	<p>2 years from last active contact (moved out of area)</p>	<p>Secure disposal</p>	<p>Good business practice</p>
<p>Complaint coming through Customer Services</p>	<p>2 years from last contact</p>	<p>Secure Disposal</p>	<p>Good business practice. Complaints are dealt by the Complaint service and therefore there is no need to keep the initial contact for longer than 2 years.</p>

Customer Services Salesforce Retention Schedule

Description	Retention	Action at the end of retention	Notes
Description	Retention	Action at the end of retention	Notes
Unreasonable behaviour correspondence where formal notification given of decision to manage contact	2 years from date issued.	Secure Disposal	Exception: Where a customer is exhibiting a pattern of repeated behaviour. Discretion applied to retain longer with agreement of the Enabling Manager.
Insight and data analysis to improve services.	2 years from last active contact	Secure Disposal	Good business practice

Customer Services Salesforce Retention Schedule

Authorisation Signature	Signature	Date
Customer Services - Lisa Cresswell	Lisa Cresswell	09/01/2023
Data Growth & Resources - Stuart Rawlinson	PP Gemma Moreing	12/01/2023
GDPR Audit Privacy Notice - Sandrine Mangin	Sandrine Mangin	9/1/23