



Loop Voice and Data  
845 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9YQ

### Data Retention Policy

Loop Voice and Data collect data in order for us to provide our clients with services and support. We do not collect more data than we require to provide those services.

#### **Customers:**

Your data is uploaded to our Customer Records Management System as well as our Billing and Accounting Systems, your data is held electronically and also hard copies (originals) contracts are stored in locked filing cabinets.

We will dispose of data when Loops services are no longer required, except where outstanding issues need to be resolved or there are any legal requirements to do so.

Should you wish to see what data we are holding or wish to have your data deleted please contact [admin@loopvoiceanddata.co.uk](mailto:admin@loopvoiceanddata.co.uk). Any deletion of data may affect any services or support the client currently has with Loop.

#### **Staff:**

Your personal data is uploaded to the Human Resources Database (EW Assist), where a user name and password is required for access by each staff member.

Staff personal records will be deleted within 90 days of the end of their contract of employment.

Should you wish to see what data we are holding or wish to have your data deleted please contact [admin@loopvoiceanddata.co.uk](mailto:admin@loopvoiceanddata.co.uk).

#### **Communication Data:**

Emails sent to Loops accounts are kept electronically and deleted after 3 years, except where outstanding issues need to be resolved or there are any legal requirements to do so.

Paper communications are kept in locked filing cabinets are kept in same time frame as electronic communications.

#### **Billing, Accounting and Payment Data**

Financial information is kept for 7 years.