

	Type of data	Why we wish to hold it	How long it will be kept for	Destruction/Delete Information (method and nature of evidence)
	Contact and Invoice Data			
1	Name, Address, Email, Sums Received, Sums Billed and Outstanding Debt	To communicate regarding our work with you and keep financial records of invoices issued for our work	5 years for HMRC purposes	Once data is no longer required for HMRC purposes it is permanently deleted from all our records
	Contact Data			
2	Name, Address, Email	To communicate with you for marketing purposes	Until you submit a request for no further contact or on no response to an annual request to confirm communications details are correct and communication is still desired.	All data is permanently deleted from our active marketing communications database and confirmed to the data subject via email
	Contact Data			
3	Email	To maintain a list of 'unsubscribed' emails to reference against	2 years following unsubscription	All email addresses are permanently deleted from the system following advice to the data subject via email that the email address will be permanently removed from the unsubscribed database
	System Access Data			
4	User/Pass	To deliver the services that we have been engaged for	Until access is no longer required i.e. the end of the project or period of support.	All system access information is permanently deleted and the client advised by email and instructed to update user/pass as a further security measure.
	Contact Data and Email Data			
5	Name, Address, Email, Email Content	Professional Indemnity claims	up to 15 years in accordance with statutory limitation period	Once data passes the period of statutory limitation all data is permanently deleted.
	Website Chat Transcripts			
6	Name, Email, Chat Transcripts	to answer customer queries and questions and build a historic knowledge base of what our customers and visitors are asking of us i.e. advice and guidance, support	up to 15 years in accordance with statutory limitation period	Once data passes the period of statutory limitation all data is permanently deleted.