

Arboricultural Association

Data Retention Policy

The Association holds information across a variety of business functions, including customer information, financial information, personnel information, and operational documents. When this information is no longer utilised or required it should be removed to minimise the data held by the Association.

The table below outlines the retention periods and processing stop dates for a variety of record/file types. The retention period and processing stop dates should be counted from the date the record or file was last accessed or updated.

Please note that if an individual has requested that their data is removed from our system or that processing is suspended, this request supersedes the Retention Policy.

Record/File Type	Processing Stop Date	Retention Period
Finance	N/A	7 years
Legal/Contractual	N/A	Indefinite
External Contractors	N/A	5 years after departure of staff member or cessation of contract
Complaints	N/A	5 years after resolution of complaint
Membership Records	3 years after last activity	5 years after closing membership
ArbAC/AARC Records	3 years after last activity	5 years after leaving scheme
Training and Events Records	3 years after last activity	7 years after last activity on customer record
General Customer Records	3 years after last activity	7 years after last activity
Email Sign-ups and other Forms (Consent recorded)	3 years after last activity	5 years after last activity
Conference speakers and exhibitors and Arb Show exhibitors	3 years after last activity	5 years after last activity