

# Remote-I

## Data Retention & Disposal Policy

**Document Type:** Policy

**Version:** 1.0 **Effective Date:** 12 December 2025

**Owner:** Remote-I Ltd – Data Protection Lead

**Classification:** Internal / Customer Assurance

**Review Cycle:** Annual, and after changes to data categories or legal requirements

**Organisation:** Remote-I Ltd

**Company Number:** 15293974

**Registered Office:** 45 Fitzroy Street, 4th Floor, Silverstream House, London, England, W1T 6EB

**Compliance Contact:** [compliance@remote-i.com](mailto:compliance@remote-i.com)

**Data Protection Lead:** Remote-I Ltd – Data Protection Lead

## 1. Purpose

This Data Retention & Disposal Policy defines how Remote-I retains and disposes of data processed via the Platform in a manner consistent with UK GDPR/GDPR storage limitation, confidentiality, and governance requirements.

## 2. Scope

Applies to Customer Data and Remote-I business records, including platform records, uploaded compliance documentation, audit logs, notification metadata, support tickets, and backups

Data Category	Examples	Baseline Retention	Disposal Method	Notes / Governance Context
Account & identity data	User name, email, role, MFA status	Active term + 12 months	Deletion/Anonymisation (where applicable)	Security investigations and dispute resolution
Job lifecycle records	Job posts, assignments, timestamps, handover	12–24 months (configurable)	Deletion after expiry; backups rotate	Operational review and governance reporting
SOP acknowledgements	Sign-off records, SOP versions	24 months (or as required)	Deletion after expiry; backups rotate	Governance evidence; may be retained longer by Customer requirement
Compliance documents	Right-to-work, DBS, insurance evidence, training	Active relationship + 12 months (configurable)	Secure deletion; backups rotate	Customer may require longer retention under HR/contract rules

### 3. Principles

Remote-I follows: storage limitation, minimisation, secure disposal, and auditability. Retention may be extended for legal holds or investigations.

### 4. Responsibilities

Customer (Controller) defines retention requirements for Customer Data. Remote-I (Processor) implements retention and deletion processes and supports Customer requests per the DPA.

#### Retention Schedule (Baseline)

Data Category	Examples	Baseline Retention	Disposal Method	Notes / Governance Context
Incident records & reflections	Incident entries, reflections, metadata	24 months (configurable)	Deletion after expiry; backups rotate	Supports investigations and learning
Audit/security logs	Auth events, admin actions, exports	12 months (configurable)	Log rotation/deletion	Accountability and security evidence
Notification metadata	Delivery attempts, timestamps	6–12 months	Log rotation/deletion	Avoid storing message bodies unless required
Backups	DB/file/app archives	30 days (default)	Rotation and deletion	Extended retention may be agreed for legal holds
Support records	Support emails and tickets	24 months	Deletion/Archive	Evidence of support outcomes
Billing/legal records	Invoices, contracts, procurement docs	As required by law (typically 6 years)	Secure archive then deletion	Corporate compliance obligation