

As with all businesses, 24-7 Staffing must keep personnel and financial records in order to run the business efficiently and to comply with statutory requirements. The type of record will determine the length of time the record must legally be kept for.

Retention period

As part of our response to the GDPR requirements and to simplify our data retention process, 24-7 Staffing will keep all Employee and Candidate personal data for a period of 6 years from the end of the financial year in which, either:

- a. the employee/candidate last worked for 24-7 Staffing, or;
- b. a candidate registered for work with 24-7 Staffing but did not work for us.

This will ensure all statutory requirements are satisfied and that personal data is only kept for a timescale which 24-7 Staffing deem reasonable.

All records must be kept in accordance with data protection laws. Little 'sensitive personal data' is recorded generally, however, due care must be given to the safe storage of health related or criminal records.

Storage of documents and personal data

24-7 Staffing store documents containing personal data in electronic format. Electronic personnel document copies are stored on Microsoft Office 365 which has unique user encryption, Microsoft Defender anti-malware security and firewall security measures in place.

Since September 2023, all Candidate data is stored electronically on our CRM system Recruso. Recruso is hosted by Microsoft Azure. Our data is located in the Microsoft UK South (London) Datacentre. Azure security details can be found by visiting the following: <https://azure.microsoft.com/en-gb/services/security-center/> further details of how Microsoft secure data at rest and in transit are available here: <https://www.microsoft.com/en-us/trustcenter/about/transparency>

We also store legacy candidate data on our former CRM system Access RDB. RDB is hosted and supported by Access UK Ltd via a server located at Telehouse London. Data is encrypted in transit by TSL and Secure File Transfer Protocol encryption and at rest by Bitblocker encryption. RDB access is controlled by individual user profiles which are password protected and encrypted in SQL Database.

Erasing or destroying records

We are not required to keep the original copy of documents, therefore, as we store candidate document copies electronically, we destroy paper copies once uploaded.

All documentation related to finance & pay records is destroyed 6 years from the end of the financial year.

All document destruction must be done securely. 24-7 Staffing use a professional confidential waste company to securely shred documentation who then provide secure disposal certification.

The right to erasure or right to be forgotten

Under GDPR data subjects have the right to request to be forgotten where there is no compelling reason for us to continued processing their data which means that, on request, we must erase all data related to the individual. However, a request to be forgotten cannot be fulfilled if there is a legal obligation to retain the data for a longer period. In such as case we would advise the individual of what information cannot be destroyed and the reason for this.

The table below illustrates the requirement for each document type.

Document type	How long to keep for (and source of requirement)
Personnel records	
Candidate records including application form, CV, ID checks, terms of engagement (see also below), details of assignments, opt-out notices and interview notes	1 year from the last date of providing work-finding services as an Employment Agency or Employment Business (Conduct Regulations). Please note, there is no legal obligation to keep records where you take no action in relation to an application.
Terms of engagement with temporary worker and terms of business with clients	6 years in order to deal with any civil action in the form of contractual claim (Limitation Act 1980) (5 years in Scotland). Please note that 6 years is not a minimum legal requirement but is the time period in which a contractual claim can be made.
Working time records: <ul style="list-style-type: none"> • 48 hour opt out notice • Annual leave records 	2 years from the time they were created
Annual appraisal/assessment records	No specific period – under data protection laws you should only keep records for as long as is necessary.
References	Under data protection laws, only keep records for as long as is necessary. However, the Conduct Regulations require references to be kept for 1 year following the introduction or supply of a work seeker to a client.
Records held relating to right to work in the UK	2 years after employment or engagement has ended – must not be alterable.
Criminal records checks/ Disclosure Barring checks	When it comes to handling and storing certificates the new DBS Code requires registered bodies to ‘handle all information provided to them by DBS, as a consequence of applying for a DBS product, in line with the obligations under Data protection Act 1998’ .
National Minimum Wage documentation: <ul style="list-style-type: none"> • Total pay by the worker and the hours worked by the worker • Overtime/shift premia; • Any deduction or payment of accommodation; • Any absences eg rest breaks, sick leave, holiday; • Any travel or training during working hours and its length; • Total number of hours in a pay reference period 	For HMRC purposes: 3 years after the end of the pay reference period following the one that the records cover (National Minimum Wage Act 1998) Or 6 years (5 in Scotland) in order to show that you have paid at least national minimum wage rates if a breach of contract claim is brought against you.

Sickness records – statutory sick pay	Records can be kept in a flexible manner which best suits your business but should be kept for payroll purposes
Statutory maternity, paternity, adoption pay	3 years from the end of the tax year to which it relates
Pensions auto-enrolment (including auto-enrolment date, joining date, opt in and opt out notices, contributions paid)	6 years except for opt out notices which should be kept for 4 years. For further information please see The Pensions Regulator’s detailed guidance for employers
Gender pay gap reporting	1 year (but the statement must be kept on the Government website and organisation’s own website for 3 years).
Company financial records	
VAT	6 years –please see an overview of VAT record keeping on the Gov.uk website.
Company accounts	6 years –please see an overview of running a limited company on the Gov.uk website
<ul style="list-style-type: none"> • Payroll information • CIS records 	3 years from the end of the tax year – please see CIS record-keeping and PAYE record-keeping guidance on the Gov.uk website.
ITEPA (the intermediaries legislation) records	Report due every quarter, to be kept for no less than 3 years after the end of the tax year to which they relate.