



## Purpose of this policy

This Document Retention Policy outlines the guidelines for retaining, managing, and disposing of documents at Netcom Training. The policy ensures compliance with legal requirements, protects sensitive information, and promotes efficient record-keeping practices.

This policy applies to all employees, contractors, and affiliates of Netcom Training involved in the creation, maintenance, and disposal of documents.

## Definitions

1. **Document:** Any recorded information, regardless of format, including paper, electronic files, and digital media, that is created or received in the course of Netcom Training's operations.
2. **Retention Period:** The length of time that a document must be kept before it can be disposed of or archived according to this policy.
3. **Sensitive Information:** Any data that, if disclosed, could cause harm to individuals or the organisation, including personal identification information, financial data, and confidential training materials.
4. **Authorised Personnel:** Individuals who have been granted permission to access specific systems or documents due to their roles and responsibilities within Netcom Training.
5. **Document Disposal:** The process of securely destroying or deleting documents that are no longer needed, in accordance with the established retention periods.
6. **Audit:** A systematic review of documents and records to ensure compliance with the Document Retention Policy and to assess the effectiveness of record-keeping practices.

## Legislation and procedures

Netcom Training adheres to the following UK legislation relevant to document retention and data management:

1. **Data Protection Act 2018 (DPA):** This act governs the processing of personal data in the UK and sets out requirements for the storage, retention, and disposal of personal information. Netcom Training ensures that all learner records and sensitive information are handled in compliance with this legislation.
2. **General Data Protection Regulation (GDPR):** GDPR emphasises the need for data minimisation and establishes the rights of individuals regarding their personal data, including the right to access and the right to erasure.

3. **Freedom of Information Act 2000:** This act provides the public with the right to access information held by public authorities and certain organisations. Netcom Training ensures that relevant records are maintained for the appropriate duration to comply with requests under this act.

Netcom Training is committed to ensuring compliance with these laws and regulations in its document retention practices. Regular training and updates will be provided to staff to promote awareness and adherence to relevant legislation.

## **Document Categories**

1. **Learner Records** ○ Enrolment  
forms ○ Assessment results ○  
Attendance records ○ Certification  
and completion documents
2. **Administrative Records** ○  
Policies and procedures ○  
Meeting minutes ○  
Correspondence
3. **Training Materials** ○ Course  
outlines ○ Instructor notes ○  
Multimedia resources
4. **Legal and Compliance**  
**Documents** ○ Licenses and  
accreditations ○      Contracts  
and agreements ○      Incident  
reports

## Retention Periods

Document Category	Retention Period	Disposal Method
Learner Records	7 Years	Shred physical copies, delete electronic files
Administrative Records	7 Years	Shred physical copies, delete electronic files
Training Materials	7 Years	Shred physical copies, delete electronic files
Legal and Compliance Documents	Permanently	Store in secure location, electronic files to be archived

## Storage and Security

- All documents must be stored securely, whether in physical or electronic format.
- Access to sensitive documents is restricted to authorised personnel only.
- Electronic records should be backed up regularly and protected with strong passwords.

## Disposal Procedures

1. **Physical Documents:** Use a shredding service or in-house shredder to destroy paper documents securely.
2. **Electronic Documents:** Ensure complete deletion of files from all devices and backup systems to prevent unauthorised access.

Netcom Training utilizes various systems to manage and store documents securely. These include a Learner Management System (LMS) for maintaining learner records. All documents stored in these systems are subject to the retention periods outlined in this policy. Access to these systems is restricted to authorised personnel, and regular audits will be conducted to ensure compliance with the retention policy. Additionally, data in these systems is backed up regularly to prevent loss and to safeguard sensitive information from unauthorised access.

## Oversight and responsibilities

1. Employees will be responsible for adhering to the document retention policy and reporting any discrepancies.
2. Management will be responsible for overseeing the implementation of the policy and ensuring compliance.
3. Head of Compliance will be responsible for monitoring and updating the policy as required.

## Review

This policy will be reviewed annually and updated as necessary to reflect changes in legal requirements or operational needs.